



UCO BANK
Department of Information Technology

Request for Proposal (RFP) for Supply, Installation, Implementation, Post-Implementation Onsite Operations and Support of
End to End Data Analytics and Business Insights Solution
RFP Ref. No: DIT/BPR&BTD/OA/1289/2020-21 Date: 23/11/2020

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments, Addendums and Corrigendum's

Sl. No	Page No	Clause No	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1.	29	Data Discovery, Extraction, Preparation and Loading	Consolidation of data from various source systems.	Please share list of various data source systems from which ETL needs to extract data from (Databases of various source systems listed in the RFP). Please share software versions of each data source system. Please share the volume of data to be extracted - one time and incremental growth volumes YoY	Indicative source Mentioned in RFP – Part-IV clause no-1.2. Most of the source systems DB are in Oracle 11G/12C and Some are in MS SQL 2008/2012 Please refer Annexure-1 for details.
2.	30	Transform data on batch or real- time	NA	Please elaborate more on real-time data transformation requirements. Which source-systems are candidates for real-time data extraction? What is the expected latency?	Real time data integration is limited. T-1 data to be replicated from

		basis			source system.
3.	32	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.	Please share the estimated volume for unstructured, semi-structured feeds of data that needs to be hosted in the centralized data repository. Please provide details on the source, nature and type of the semi-structured and unstructured data expected to be captured and stored for analysis	Initially bank is in opinion to set up data warehouse for structured data and later on Unstructured /semi structured data may bought into the solution. Solution should capable of accepting and analyzing all types of data.
4.	38	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	<p>Please share estimated number of reports to be developed categorized as Simple, Complex, Medium. Please specify any definition for complexity to be baselined against. Please share the total number of users and concurrent user count for the reports consumption. Please provide BI users (total, concurrency, yoy growth) volumetrics.</p> <p>Please provide breakup of Business/Power/Super users for BI usage (Business user is a viewer, power user is someone who can view and edit reports , super user is admin)</p> <p>Are these reports different from MIS reports (upto 300) migration mentioned in implementation schedule). MIS reports are developed using which tool and are building models on which Database/ Datawarehouse etc.?</p>	<p>Please refer RFP (scope of work –(6) Schedule of implementation. Complexity of reports (approx) Simple: 50% Complex :20% Medium : 30%</p> <p>For user sizing refer to Annexure-1</p>

				If these are reports to be migrated; please share complexity (simple/medium/complex with definition of complexity)of these reports	
5.	27	Technical Evaluation	Bidder to provide required Hardware specification (Annexure XXII) for proposed solution along with implementation approach and methodology.	Please confirm our understanding that UCO Bank shall procure the recommended H/w on their own and the same shall be available before the Purchase Order Date	Please refer corrigendum
6.	72	Restriction on Procurement Due to National Security	"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.	Please define the eligibility criteria for the consortium. Who and how many SIs/ OEMs can form a consortium.	Please refer the corrigendum. However, the application module like Data Analytics, Model Building, and Reporting etc. should from Single OEM.
7.	25	Technical Evaluation-References	Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be a scheduled commercial bank within India.	Please confirm our understanding that minimum one reference should be from a commercial bank within India and remaining 4 references could be any Data analytics implementations done by DXC globally	Yes
8.	25	Technical Evaluation-References	Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be a scheduled commercial bank within India.	Please validate that bidder's declaration mentioning client name, brief scope and status would be acceptable	Please refer RFP clause no 3 (Eligibility Criteria) point no-4
9.	26	Technical Evaluation - Project Team	Bidder has to provide at least one dedicated resource as Project Manager during entire project period. CV has to be submitted as per format given in Annexure XXV for	The CVs submitted along the response shall be indicative. Availability of same resource at the time of project kick off shall be tried for but no guaranteed. DXC assures to engage resources of similar competency at the time of project	Referred Project Manager should involve during entire project period whose reference will be

			each resource allocated for this project. (Annexure-XXVI)	kick off	mentioned in Annexure-XXV by bidder.
10.	26	Technical Evaluation - Demo & Presentation	All mandatory fields as per As per Annexure-VI to be demonstrated.	Annexure VI does not mark/identify "Mandatory Fields" in the functional capabilities list. Please provide the column marking the fields as Mandatory. Please validate our understanding that we need to demo readily available features related to mandatory fields in COTS product proposed	All the areas mentioned in Annexure -VI are required by the bank. Bidder has to provide demo as per availability of features in the product mentioned in the bid .
11.	27	Technical Evaluation	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	At bid stage, demo and presentation can be done by tentative resource profile. Actual resource deployment would be similar to skill sets needed to implement this project. However, individuals could be different during implementation	Please refer corrigendum
12.	35	Single View of Customer (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.	Please share an estimated number of duplicated records which needs to be de-duplicated during the ETL design. Please share sample duplicated record. What is the approx. size of customer data that needs to be deduplicated? What is the total incremental customer data insert/update that happens daily? Request bank to clarify if the tool should have a GUI interface making it easy for users to drag & drop and identify duplicates and cluster records using fuzzy logic and supports Indian context data standardization capabilities	Solution should have capability to identify if any and to be handled in analytics module. Case to case data evaluation to done by the bidder.
13.	38	Operationalize	Training is to be done for Banks Analytics Team and End-Users (both classroom and hands-on mode)	Please share no. of batches and count of personnels to whom training needs to be provided	Technical Training : 2 batches of 40 candidates

					Functional Training : 5 batches of 60 candidates
14.	129	Annexure-XXII	NA	What are the RTO and RPO requirements for DR?	RPO- 30 minutes RTO- 90 minutes
15.	129	Annexure-XXII	NA	Please provide details of the DC and DR site and the connectivity between them?	Please refer Annexure-1
16.	129	Annexure-XXII	NA	what would be the data size to be replicated between DC-DR? Please confirm	Please refer Annexure-1
17.	88	TECHNICAL REQUIREMENTS FOR SOLUTION PROVIDED	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	Please elaborate the need of this functionality for identified use case in Bank's context. In our view, such advanced use case may not be needed as of now	Please refer RFP, Annexure-VII
18.	91	TECHNICAL REQUIREMENTS FOR SOLUTION PROVIDED	It should query hybrid, columnar, and array- based data sources, such as Hadoop, MapReduce, or other NoSQL databases	Does the bank have these data platforms in its environment currently or is the bank in a way advocating a role for these technologies in the End to End Data Analytics and Business Insights solution?	Bank in a way advocating a role for these technologies in the End to End Data Analytics and Business Insights solution
19.	93	TECHNICAL REQUIREMENTS FOR SOLUTION PROVIDED	The solution needs to integrate with LDAP and/or Active Directory to tie into corporate user management.	Please share the details of existing LDAP/Active directory which shall be used for authentication/authorization in the proposed solution	Shall be shared with successful bidder
20.	95	TECHNICAL REQUIREMENTS FOR SOLUTION PROVIDED	The solution should handle increasing volumes of data and growing numbers of users for performing analytics without drop in performance at least upto a business growth rate of 20% / year for 3 years.	The proposed hardware shall plan for shared one time/ incremental data volumes/ user volumes. Any deviations from the shared volumetric needs to be accommodated as an amendment and will have impact on commercials, timelines and performance SLAs	Please refer corrigendum

21.	9	Introduction	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	Please clarify that implementation is to be done only for UCO Bank domestic banking and that data of overseas branches will not be used	Domestic and Overseas data to be integrated in DW . Product Implementation to be done at Domestic center only.
22.	10	Eligibility criteria	Bidder should have a minimum annual turnover of Rs.20 Crore in each of the last three financial years	With a view to having bids from bidders having sound financial standing, we request to please change turnover criteria as min 100 cr	Clause stands as per RFP
23.	10	Eligibility criteria	Bidder/OEM should have the experience of having implemented/ under Implementation of an Advanced Data Analytics Solution in India in at least One Schedule Commercial Bank that has Minimum raw data size of 3 TB for Data Warehouse solution	As bidder is to implement the solution, we suggest to please consider implementation experience of bidder only. Also, 3TB data size for DW is too small. We suggest to change it as min 20 TB for one reference for eligibility evaluation	Clause stands as per RFP
24.	12	Invitation for Bids	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	We request to please allow deviations to be submitted which can be discussed mutually	Clause stands as per RFP.
25.	25	Evaluation criteria	Data Analytics Implementation Experience	Please validate that experience on implementation of data warehouse solutions and any other solution using data for analysis (e.g. risk management solutions, ACRM, MIS reporting, Financial Planning, would be considered for evaluation	Clause stands as per RFP
26.	26	Evaluation criteria	Total experience working in fields: DA	Please clarify if DA stands for Data Analyst here	yes
27.	26	Evaluation criteria	CV has to be submitted as per format given in Annexure XXV for each resource allocated for this project	CVs can be provided as indicative skill sets as part of bid submission. Actual resource deployment would be similar to skill sets needed to implement this project. However,	The selected bidder has to deploy the same resources if available in the

				individuals could be different during implementation. We request to please delete 'resource name' field from this annexure	organisation else with similar qualification and experience provided in the technical skill.
28.	91		solution should have a capability to convert unstructured text data into meaningful data for analysis	Please clarify what type of unstructured data bank envisages to use. One possible approach could be to set up data warehouse for structured data initially. Unstructured data may be brought in as a separate scope later. It will also help keep project manageable and deliver quick gains. Many PSU banks are using only structured data EDW at this stage	Initially bank is in impression to work with Structured data . Solution should have capability to capture and convert unstructured data to meaningful data for analysis.
29.	27	Notes	Bidder to provide required Hardware specification	Please validate that we need to provide software applications and database. Other hardware incl. servers, OS etc. will be made available by bank for which we need to give sizing based on parameters provided by bank	Please refer corrigendum
30.	30	Scope	Development of reporting and analytical Data Mart	Please clarify if bank is looking to set up full fledged EDW or only data mart to develop analytical reports and models. Requirements given in RFP indicate need for EDW set up facilitating multiple functions	RFP clause is self-explanatory.
31.	30	Scope	Extraction of data from various source systems but not limited to the following ((Transform data on batch or real- time basis)	Please provide definitive list of source systems to be integrated with for fixed cost bid. Also, please mention source systems of which real time data would be brought in. As such, an analytical model solution in a commercial bank doesn't need real time data feeds from source systems and bank may consider keeping real time data ingestion out of scope (which will also help optimise of cost besides managing execution complexity)	As per specification mentioned in RFP. Latency time T-1 may be considered.

32.	30 32 33	Scope	<p>Capability to work with Big data, unstructured data sources viz. social media, call center data etc</p> <p>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</p> <p>1.3.4 Perform advanced analytics in areas such as Big data and social media analytics</p>	<p>Big data is a separate theme calling for different solution types, execution complexities and cost. One possible approach could be to set up data warehouse for structured data initially. Unstructured data may be brought in as a separate scope later. It will also help keep project manageable and deliver quick gains. Many PSU banks are using only structured data EDW at this stage</p>	<p>Initially bank is in opinion to set up data warehouse for structured data and later on Unstructured /semi structured data may bought into the solution. Solution should capable of accepting and analyzing all types of data.</p>
33.	33	Scope	<p>Analytical Customer Relationship Management</p>	<p>Please clarify if a full fledged ACRM solution is expected or only analytical models are to be developed which can be done on advanced analytics platform</p>	<p>Analytical models are to be developed</p>
34.	34	Scope	<p>Solution should deliver offers to customers based on their Real-Time/past interactions. The offers should be Omni-Channel with uniformity across various channels that the customer uses to interact with the bank. The Solution should be able to perform:</p> <ul style="list-style-type: none"> · Automatically make the right decisions backed by business rules and analytics insights, · Deliver appropriate offers to the customers based on their past/current behavior patterns 	<p>Delivery of offers is done using Operational CRM solution. Please clarify if bank has existing OCRM solution which will handle customer communications based on analysis of ACRM</p>	<p>Bank does not have any existing CRM solution. Analytical models of CRM to be developed by successful bidder.</p>

35.	34 35	Scope	Single View of Customer Campaign management	These are OCRM solution functionalities. Please clarify if bank has existing OCRM solution or a new OCRM solution is expected	Bank does not have any existing CRM solution. Analytical models of CRM to be developed by successful bidder.
36.	36	Scope	Monitoring the quality of loans in terms of pending review/renewal, stock statements, SMA, NPA etc	Please clarify that NPA/SMA classification is not expected in proposed solution which may be done in existing solution in bank. New solution may analyse performance of NPA/SMA	Clause stands as per RFP
37.	37	Scope	Executive Dashboard	Please clarify no. of dashboards to be developed alongwith backend no. of reports for all dashboards	Approximately 8 to 10 dash board to be developed for corporate heads of individual user department.
38.	40	Scope	The reports/dashboards should have standard options including but not limited to export to Word/Excel, HTML, XML, XBRL, CSV, PDF etc	Please clarify if bank has existing XBRL solution which can be used	Presently bank does not have such solution . Present ADF module is having such facilities integrated with third party software.
39.	40	Scope	All the resources provided for monitoring of the products & administration of the solutions shall be OEM certified in respective areas of operation	OEMs typically do not provide certifications. Bidder resources would be adequately skilled and trained to handle required work	Clause stands as per RFP
40.	40	Scope	It is mandatory for the bidder to provide dedicated onsite resources required for 8.00 am to 8.00 pm schedule	Typical working shift is 8 hours. If bank can stipulate support shift as 9 am to 5 pm or 10 am to 6 pm, single shift resourcing would help optimise cost	Clause stands as per RFP
41.	40	Scope	Physical Security of the facilities	Physical Security of the facilities will be maintained by bank. Please delete this clause	Clause Stands deleted
42.	42	Warranty, AMC/ATS	Selected Bidder must provide 2 (Two) years comprehensive on-site	Software solutions do not have warranty - these have ATS. As RFP scope is to provide software	Please refer the Corrigendum

			warranty after completion of Implementation	license, please delete warranty clauses	
43.	44	Implementation roadmap and schedule of delivery	Schedule of implementation	Initial three months will be needed to design and set up base EDW data model, ETL and BI tool. We suggest following implementation schedule: a. Phase 1 (0-3 months) - Base application set up b. Phase 2 (upto 7 months) - Design and development of data model, interfaces with 5 source systems, migration of 50 reports c. Phase 3 (upto 12 months) - Migration of next 150 reports, 6 analytical use cases d. Phase 4 (upto 18 months) - Migration of next 100 reports, 12 analytical use cases, new reports	Clause stands as per RFP
44.	44	Implementation roadmap and schedule of delivery	Migration of MIS reports	Please provide detail of MIS solution bank has as of now. Is it ADF solution or an MIS solution, on which platform, how many reports developed, how many sources data available etc.	Bank will facilitate information with successful bidder whenever required.
45.	47	Uptime, penalty	bidder shall guarantee 99.98% uptime	For a data store and analytics solution, 99% uptime should be sufficient which is industry practice also. More than 99% uptime would require sizeable infra sizing and cost. Please change uptime requirement as 99%	Clause Stands as per RFP
46.	47	Uptime, penalty	Penalty as % of total cost of monthly payout	Please validate that base amount for % calculation is monthly cost of facilities management services	Please Refer Corrigendum
47.	67	Source code	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	OEMs donot typically agree to provide source code. Bank will have in its environment solution developed for Uco Bank which may be used by bank in any eventuality. Please delete requirement to provide source code and escrow. Bank may enter into escrow	Clause stands as per RFP

			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	arrangement separately with OEM, escrow agent	
48.	85	Functional specification	vendor shall fix/ rectify the vulnerabilities and observations found by the IS Auditor free of cost	Bidder will fix issues related to application solution only. Please modify accordingly	The Clause is Self Explanatory
49.	85	Functional specification	Customer feedback, social network/sentiment analytics	We suggest to please keep unstructured data incl. social media data out of present scope. Same may be taken up as separate scope later on when structured data set up is functional	Initially bank is in opinion to set up data warehouse for structured data and later on Instructed /semi structured data may bought into the solution. Solution should capable of accepting and analyzing all types of data.
50.	92, 94	Technical specification	It should 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. Solution must have the ability to gather and analyze data from social media sources such as Facebook or Twitter and combine the data with other information	We suggest to keep unstructured data piece out of present scope. As such, these technical specifications may please be deleted	Initially bank is in process to set up data warehouse for structured data and later on Unstructured /semi structured data may brought into the solution. The same Solution should be capable of accepting and analyzing all types of data.

			solution must integrate with mapping solutions such as ESRI ArcIMS and Google Maps thereby allowing users to visualize the spatial component of business data		
51.	95	Technical specification	solution should handle increasing volumes of data and growing numbers of users for performing analytics without drop in performance at least upto a business growth rate of 20% / year for 3 years	Please specify data volume year wise to be handled. Also, please specify no. of total users and concurrent users on ETL, BI, Modeling tools	Please refer annexure-1
52.	99, 101	Masked commercial bid Commercial bid	Implementation cost (including installation, configuration, customization, Integration, testing, Acceptance, etc.)	Implementation cost is separate component with different payment term. Implementation cost may please be made separate item (outside of software license cost) in commercial bid templates	Clause stands as per RFP
53.	99, 101	Masked commercial bid Commercial bid	Facility Management resource Charges for 1st year	Please validate that FM resources to be deployed after go live of phase 1	Please refer corrigendum
54.	99, 101	Masked commercial bid Commercial bid	ATS cost	Please clarify that ATS cost under point 4.1, 4.2 is for application and that under point 6.4 is for database, middleware and other software	Please refer corrigendum
55.	131	resource experience	Project Manager having minimum 5 years" experience in analytics / big data / AI / ML and must hold Certification in analytics / data engineering / AI / ML with reputed institutions	A PM typically holds certification like PMP and not necessarily in analytics / data engineering / AI / ML. Please change accordingly. We will try to provide resource who has knowledge of analytics as well	PM should have minimum 5 years" experience in handling analytics / big data / AI / ML with PMP certification.

56.	131	resource experience	Successful Bidder to ensure minimum 5 technically qualified and certified (in relevant fields with minimum experience of 2 years) resource to be allocated onsite for implementation & warranty period	There are 11 profiles mentioned in this annex. indicating min. 11 resources will need to be deployed (during full implementation period or part thereof). Sole profiles like Data Integrator, reporting specialist, Data scientist etc. will need more than 1 resource at various phases. Also, resource requirements during support would be different from implementation phase. Please clarify this clause of 5 min. resource requirement	Resource allocation to be done by the bidder.
57.	132	Bio data format	resource name	At bid stage, named profiles will be difficult to provide. We request bank to accept role-wise profiles and delete 'resource name' field from template	Clause stands as per RFP
58.	43	Payment terms	Payment terms for application licenses	We request following payment terms for application licenses: a. 70% on delivery of licenses b. 20% on installation of applications in TnD c. 10% on phase 1 completion	Please refer corrigendum
59.	43	Payment terms	Payment terms for implementation	We request following payment terms for total implementation cost: a. 20% on phase 1 BRD sign off b. 20% on phase 1 design completion c. 15% on phase 1 completion d. 20% on phase 2 UAT release e. 10% on phase 2 completion f. 10% on phase 3 UAT release e. 5% on phase 3 completion	Please refer corrigendum
60.	43	Payment terms for other license cost	Remaining 10% of the order value (i.e. the residual amount) will be paid after completion of the Warranty period	Please change it to 'Remaining 10% of the order value (i.e. the residual amount) will be paid after completion of phase 1'	Please refer corrigendum
61.	43	Payment terms for ATS	Quarterly Basis in arrears for 4th and 5th year	ATS is charged by OEMs at the beginning of each year for full year. Please change ATS payment as annual in advance. Also, most OEMs charge ATS from 1st year itself. As such,	Please refer corrigendum

				please make ATS payments for Y2 and Y3 also	
62.	44	Payment terms for FM cost	FM Cost will be paid on quarterly basis in arrears	Please change it as 'FM Cost will be paid on monthly basis in arrears'	Clause stands as per RFP
63.	NA	NA	Volumetrics	1) What would be your extrapolation of the size of a largest data set upon which analytics is to be done?	Please refer annexure-1
64.				2) What would be your extrapolation of the size of a average data set upon which analytics is to be done?	Please refer annexure-1
65.				3) What would be your extrapolation of the size of a largest data set upon which reporting is to be done?	Please refer annexure-1
66.				4) What would be your extrapolation of the size of a average data set upon which reporting is to be done?	Please refer annexure-1
67.	NA	NA	Volumetrics	Please provide mobile users approximations who will be consuming reports/dashboards on mobile	Please refer annexure-1
68.	NA	NA	Volumetrics	Request the bank to provide the # of tables , approx size and source format for each source system w.r.t ETL solution	Please refer annexure-1
69.	NA	NA	Volumetrics	what is approximate number of users who will design campaigns? How many Concurrent users	Please refer annexure-1
70.	NA	NA	Volumetrics	Approx. Number of campaigns that will be run in a week/month?	Approx. 5 to 6 campaign in a month
71.	NA	NA	Volumetrics	What is the total customer base of bank and approximate % growth?	Please refer annexure-1
72.	NA	NA	Volumetrics	Number of Active and Inactive Customer Records	Data will shared to successful bidder

73.	NA	NA	Storage and infra	What is 'as-is infrastructure availability' of UCO bank?	Presently bank does not have any infrastructure related to proposed solution which is to be specified by the bidder to meet RFP requirement.
74.	NA	NA	Storage and infra	Request bank to provide details of tools/software/infra/databases which are to be leveraged mandatorily for the solution.	Please refer annexure-1
75.	92	TECHNICAL REQUIREMENTS FOR SOLUTION PROVIDED	The solution must allow users to share information and interact via discussion threads, chat capabilities, and annotations to facilitate decision making and content analysis.	The capability of sharing information and interacting via discussion threads and chat pertains to content management solution. Kindly clarify whether a content management solution should be proposed along with the analytics solution	As mentioned in RFP.
76.	92	TECHNICAL REQUIREMENTS FOR SOLUTION PROVIDED	<p>Point 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.</p> <p>Point 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-based or in-memory) in order to integrate with all available data.</p> <p>Point 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.</p>	<p>An alternative and more efficient technology for achieving the same capabilities is through self-service analytics. Kindly clarify whether an alternative technology can be proposed for the functionalities mentioned in Points Numbers 31, 32 and 33.</p>	Bidder should come up with the technology to fulfil the bank's requirement as per scope mentioned in RFP.

77.	94	TECHNICAL REQUIREMENTS FOR SOLUTION PROVIDED	The solution should help monitor data, content, users, licenses, and performance. It should automatically send emails or message alerts on crossing the threshold limit set by users.	There is no tool to automate the process of monitoring license usage (except manually). Thus; kindly change this clause to: The solution should help monitor data, content, users, and performance. It should automatically send emails or message alerts on crossing the threshold limit set by users.	Please refer Corrigendum.
78.	94	TECHNICAL REQUIREMENTS FOR SOLUTION PROVIDED	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.	Kindly elaborate with examples use-cases pertaining to score analytics, transform data, create business recommendations, and comment on the information to help drive decisions.	Will be shared with successful bidder at the time of implementation. Bidders to be developed and identify the uses cases in consultation with bank's user departments
79.	96	TECHNICAL REQUIREMENTS FOR SOLUTION PROVIDED	The solution should support design and deployment processes and technologies to enable profiling, analysis, remedial actions and automated cleansing.	Kindly elaborate with examples use-cases pertaining to enablement of profiling, analysis, remedial actions and automated cleansing	Will be shared with successful bidder at the time of implementation. Bidders to be developed and identify the uses cases in consultation with bank's user departments
80.	97	TECHNICAL REQUIREMENTS FOR SOLUTION PROVIDED	The solution should support integration with common development environments such as Microsoft Visual Studio or Eclipse to facilitate	Kindly elaborate with examples use-cases pertaining to integration with common development environments such as Microsoft Visual Studio or Eclipse	Will be shared with successful bidder at the time of implementation. Bidders to be developed and identify the uses cases in consultation with bank's user

					departments
81.	128	RECOMMENDED HARDWARE SPECIFICATION REQUIRED FOR THE PROPOSED SOLUTION AT DC/DR/UAT/ TEST & DEVELOPMENT	Hardware Specification	Kindly state what is the acceptable percentage of DR capacity in relation to the DC capacity. For example; whether DR will be 100% of DC capacity or 50% of DC Capacity	Please refer Annexure-1
82.	13	Earnest Money Deposit	The EMD may be forfeited under the following circumstances: d. The bidder violates any of the provisions of the terms and conditions of this tender specification.	The Earnest Money Deposit may be forfeited under the following circumstances: d. The bidder violates any of the provisions of the material terms and conditions of this tender specification.	Clause stands as per RFP
83.	19	Acceptance of Terms	A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP.	A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP along with the assumptions as set forth in our Bid Proposal	Clause stands as per RFP
84.	53	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:	1) Request to invoke the clause where the bidder commits a material breach and not for any breach of mutually agreed terms and conditions as follows: <i>i. The bidder commits a material breach of any of the mutually agreed terms and conditions of the Agreement, SLA</i> 2)The wordings serious discrepancy in the quality of service is very open ended wordings and need to be deleted	Clause stands as per RFP

			<p>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.</p> <p>ii. Serious discrepancy in the quality of service expected during the implementation, rollout and subsequent maintenance process.</p>		
85.	54	Order Cancellation	<p>In case of cancellation of the Order/Service Level Agreement due to the above stated situations, the following consequences will entail:</p> <p>I) 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.</p> <p>II) 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</p>	<p>1) Bidder request deletion of wordings satisfactorily as it is very subjective and open ended</p> <p>2) 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 the additional expenditure, which UCO Bank may have to incur in executing the balance order to the extent of 10% of differential cost of such re-procurement. 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.</p>	Clause stands as per RFP

			in executing the balance order. This clause is applicable, if for any reason, the order is cancelled...		
86.	54	Order Cancellation	<p>In case of cancellation of the Order/Service Level Agreement due to the above stated situations, the following consequences will entail:</p> <p>IV) 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.</p> <p>V) 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.</p>	<p>Losses of the bank shall be an unquantifiable amount. Hence consequential damages for both the Parties need to be excluded. Breaches are already covered under Termination for default</p> <p>Neither Party shall be responsible or liable to the other Party for any indirect, consequential or incidental losses, special, incidental, exemplary or punitive damages or claims including loss of profit, loss of business or revenue, loss of savings or loss of data</p>	Clause stands as per RFP
87.	55	21. Indemnity	Selected bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other	Biider should not be responsible for indemnity, resulting indirectly from since neither parties will be liable to any indirect losses/claims and the respective clause may be amended as below: <i>Selected bidder shall indemnify, protect and</i>	Clause stands as per RFP

			proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from	<i>save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from</i>	
88.	56	21. Indemnity	<p>The vendors should indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <ul style="list-style-type: none"> · Non-compliance of the vendor with applicable Laws / Governmental Requirements, IP infringement ; · Negligence or gross misconduct attributable to the Vendor, its employees, and agents · Breach of any terms of RFP, Representation or Warranty · Act or omission in performance of service. 	<p>1) Bidder suggest deleteion of wordings ii. breach of any of the terms of this RFP as it is already covered in clause 21 at page 55</p> <p>2) Negligence should be Gross Negligence and misconduct should be wilful misconduct. Both shall be defined as:</p> <p>“Gross Negligence” means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the forgoing, Gross Negligence shall not include any action taken in good faith.</p> <p>“Willful Misconduct” means any act or failure to act with an intentional disregard of any provision of this Agreement, 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.</p>	Clause stands as per RFP
89.	56	Indemnity	I. Vendor's aggregate liability in connection with obligations undertaken as a part of the RFP	<i><u>Since vendor does not indemnify consequential losses as per Clause 21 (Indmenity), request bank to exclude both the</u></i>	Clause stands as per RFP

			<p>regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value.</p> <p>IV. Under no circumstances <u>bank</u> shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if UCO Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.</p> <p>V. Subject to any law to the contrary, and to the maximum extent permitted by law Bank shall not be liable to vendor for any consequential/ incidental, or indirect damages arising out of this agreement.</p> <p>Indemnity would be limited to court; tribunal or arbitrator 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.</p>	<p><u>parties in Point IV and V to remove contradiction in the RFP.</u></p> <p>I. Vendor's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Annual Contract Value.</p> <p>IV. Under no circumstances, <u>neither party bank</u> shall be liable to the other party for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if either Party UCO Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.</p> <p>V. Subject to any law to the contrary, and to the maximum extent permitted by law, neither party bank shall not be liable to the other party vendor for any consequential/ incidental, or indirect damages arising out of this agreement.</p> <p>Indemnity would be limited to court; tribunal or arbitrator awarded damages within limitation of liability as set in clause 39 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 for breach related to bidder's scope of work.</p>	
90.	65	Limitation of Liability	<p>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</p>	<p>Request Bank to provide exclusion to consequential damages in Clause 39 (Limitation of Liability) to make in sync with Clause 21 (Indemnity) of this RFP and add point iv in this clause as below:</p>	<p>Clause stands as per RFP</p>

			<p>connection with this agreement for an amount exceeding the total project cost/contract value.</p> <p>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.</p>	<p>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 annual project cost/contract value.</p> <p>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. However, the Standards of security will be prescribed in the SOWs and shall be adhered to and followed by selected bidder and selected bidder shall not be responsible for any breach of Customer Personal Data and Confidentiality which takes effect despite the strict adherence to such agreed standards of security.</p> <p><u>iv. Neither Party shall be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.</u></p>	
91.	59	Termination	<p>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:</p> <p>a) The selected bidder commits a breach of any of the terms and conditions of this RFP or the SLA to be</p>	<p>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:</p> <p>a) The selected bidder commits a material breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder.</p>	Clause stands as per RFP

			executed between the Bank and the selected Bidder.		
92.	61	Effect of Termination	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.	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. However, Bank shall make payment to the selected bidder which include all costs incurred by selected bidder till the date of termination. In the event that the Bank fails to pay any undisputed amount in respect of the services within 30 days from the date of invoice, selected bidder may issue a written notice and discontinue delivery without being considered as breaching its obligations hereunder until payment is received.	Clause stands as per RFP
93.	42	Service Level Agreement	The draft format of SLAs will be provided after acceptance of Letter of Intent (LOI) by the successful bidder.	Request Bank to share the Service Level Agreement with all the Bidders. The draft SLAs will be mutually agreed and acceptable	Clause stands as per RFP
94.	75	ANNEXURE – I (Tender offer forwarding letter)	We agree to abide by the terms and conditions of this tender	We agree to abide by the mutually agreed terms and conditions of this tender	Clause stands as per RFP
95.	75	ANNEXURE – I (Tender offer forwarding letter)	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.	Until a formal contract is executed, this tender offer along with Bidder's response and assumptions set forth in it , together with the Bank's written acceptance thereof and Bank's notification of award, shall constitute a binding contract between us.	Clause stands as per RFP
96.	114	Annexure – XIII Undertaking for Non-	c. Further we hereby undertake and agree to abide by all terms and conditions and guidelines stipulated by the Bank. We understand that	c) Further, we hereby undertake and agree to abide by all mutually agreed terms and conditions and guidelines stipulated by the Bank. We understand that any deviation may	Clause stands as per RFP

		Blacklisting / Non-Debarment of the bidder	any deviation may result in disqualification of our bid.	result in disqualification of our bid.	
97.	115	Annexure-XIV Undertaking to abide by all By-Laws/Rules/R regulations		Bidder is complying with the indemnity clause where the content of this Annexure is covered. In this respect, Bidder requests Bank to remove this Annexure.	Clause stands as per RFP
98.	116	Annexure-XV- Declaration	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.	If our bid is accepted, we are responsible for the due performance as per the scope of work and mutually agreed terms & conditions as mentioned in Agreement, SLA	Clause stands as per RFP
99.	117	Annexure – XVI Undertaking Letter to the Bank on the Vendor's Letterhead	<p>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.</p> <p>We undertake to execute Deed of Indemnity, Non-disclosure Agreement & provide Performance</p>	<p>Bidder requests Bank to remove the reference of Deed of Indemnity and compliance of should be for mutually agreed terms and conditions & amend the annexure as follows:</p> <p>We hereby agree to comply with all the mutually agreed 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 other than the assumptions set forth in our bid response.</p>	Clause stands as per RFP

			Bank Guarantee as per the annexure enclosed in the RFP, in case of emergence as a successful bidder.	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.	
100.	118	Annexure - XVII: Proforma of letter to be given by the Bidder	We hereby confirm that we are agreeable to provide services as per SLA for a period of 5 years.	Request Bank to share the Service Level Agreement with all the Bidders	Clause stands as per RFP
101.	134	Annexure - XXVII Proforma for Deed of Indemnity		Bidder requests to delete this annexure since there are several indemnities already provided by the Bidder as part of the RFP and as also mentioned in Indemnity Clause.	Clause stands as per RFP
102.	124	Annexure- XX NON-DISCLOSURE AGREEMENT	(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.	Bidder had given indemnity undertaking at various places of contract and hence indemnity clause need to be removed from nondisclosure agreement	Clause stands as per RFP
103.	138	Annexure- XVIII: Certificate of Local Content	(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, on their letter head with Registration	Our understanding is Bidder & OEM fall under the category of "suppliers other than companies". Also, this certificate needs to come from OEM only and bidder needs to counter sign the same. We also propose to modify the signatory as: The certificate should be issued by an authorized signatory or the OEM.	Clause stands as per RFP

			Number with seal.)		
104.	139	Annexure-XXIX Restriction on Procurement due to National Security	<p>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."</p> <p>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 fulfills all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)"</p>	<p>a) Our understanding is either of the two points mentioned in the Annexure will be applicable to one Bidder/OEM and both the points at the same time will not be applicable to Bidder/OEM. Please confirm if the Bidder's understanding is correct.</p> <p>b) Suggest to kindly provide "Either/Or" option or a compliance check box to tick as per the applicability of Bidder/OEM as below:</p> <p>I have read the clause regarding restrictions on procurement from a bidder of country which shares a land border with India, I certify that, bidder [Name of Bidder] is:</p> <p>(i) Not from such a country [√ / X]</p> <p>(ii) If from such a country, has been registered [√ / X] with the Competent Authority. (Evidence of valid registration by the Competent Authority shall be attached) (Bidder is to tick appropriate option √ / X) above).</p> <p>I hereby certify that this bidder [Name of Bidder] fulfills all requirements in this regard and is eligible to be considered.</p>	Clause stands as per RFP
105.	48	Performance Bank Guarantee	The Selected bidder, within 15 days from the date of letter of intent will have to furnish a Performance Bank Guarantee, format as per Annexure – X, issued by any scheduled commercial bank (other than UCO	<p>a) Bidder seeks PBG to be provided at 10% of annual contract value and shall be renewed yearly at 10% of relevant subsequent year's contract value.</p> <p>b) Customer shall invoke the PBG only on</p>	Clause stands as per RFP

			Bank) equivalent to 10% of the project cost	occurrence of material breach and after the Bank provides a 30 days cure period to the bidder to rectify the material breach for which the PBG is sought to be invoked.	
106.	46	Uptime & Penalty	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.	SLA Penalties: Maximum SLA penalties should be capped at 5% of the applicable fees for that month.	Clause stands as per RFP
107.	47	Liquidated Damage	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) 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.	Liquidated damages: should be applicable only in the event of delay in delivery solely attributable to the Bidder and should be computed at the rate of 0.5% of the value of the delayed deliverables per each week of delay, subject to the maximum of 5% of the relevant deliverable values.	Clause stands as per RFP
108.		Due date of Invoice		a) Customer shall pay within 30 days from the date of invoice. b) Bidder seeks right to terminate or suspend services in the event of delay in payment of undisputed invoice.	Query not admissible
109.	50	Taxes		Any change in applicability of taxes and the tax structure or rates, including but not limited to Goods and Services Tax (GST) that may be introduced in the future, will be to Customer's Account.	Please refer to RFP Clause No. 15 (Taxes) Srl. No. A
110.		Eligibility Criteria compliance		The Product/s proposed for Advanced Data Analytics solution should not be on open source platform --	Please refer corrigendum

		SL. NO -- 7		Requesting you to also allow equal opportunity to the technology vendors who can provide analytics solution on open source with expertise and a dedicated team to cater to the bank requirements	
111.	29	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.	(1) What are the business functions part of scope? (2) # of reports/dashboards / # of KPIs (3) # of users / Power Users / Viewers	Logic and requirement specific understanding to be gathered from User departments.
112.	29	Requirements Collectio	Administration and maintenance for end to end data analytics solution.	Analytical Dashboards for users - How many users and report should be considered for initial sizing? And approximate # of requests for customization?	Will be shared with the successful bidders.
113.	29	Data Discovery, Extraction, Preparation and Loading	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.	What are different segments for which DATA mart to be created	Will be shared with the successful bidders.
114.	31	Data Engines (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	(1) Large amounts of data- What would be the size of total data put together all the source systems (2) Brief on future modifications	Please refer Annexire-1

			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		
115.	38	Validate & Deploy (1)Reporting Requirements	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.	Details on data entry screen and maker, checker responsibilities to be shared	Solution should have the capability of the mentioned requirement.
116.	29	Data Discovery, Extraction, Preparation and Loading	Consolidation of data from various source systems. Ensure data consistency Format standardization	What are the data cleansing activities to be performed? Is customer de-duplication part of scope?	Data cleansing activity is not part of the scope.
117.	30	Data Discovery, Extraction, Preparation and Loading	Extraction of data from various source systems but not limited to the following ((Transform data on batch or real- time basis)	(1) Need more clarity on data availability and formats of data (2) What is the expected delay between the operational systems & DWH system for Dash boarding? (3) Is there a need for Data Lake setup to be provisioned? (4) What are the data volumes? (5) How much of the data will be pushed to DWH?	Please refer RFP scope of work. Data replication to be done T-1 basis. Real time data integration scope is limited. Daily incremental data to be pushed into DWH.
118.	30	Data Discovery, Extraction, Preparation and Loading	Capability to work with Big data, unstructured data sources viz. social media, call center data etc.	(1) what are the unstructured sources to be considered? (2) What are the sources with unstructured data and will be licenses be shared by bank?	Initially bank is in opinion to set up data warehouse for structured data and later on Unstructured /semi structured data may bought into the

					solution. Solution should be capable of accepting and analyzing all types of data.
119.	31	Data Engines	Data warehouse/ Repository 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 cubes feature - is OLAP requirement mandatory or the vendors can suggest alternate means to extract data calculations using simple query?	Bidder should come up with the technology to fulfil the bank's requirement as per scope mentioned in RFP.
120.	31	Data Engines	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.	What is the granularity expected in DWH?	Account wise/ Transactional level data to be stored along with aggregation/summarized data
121.	40	Onsite Support - Resources	It is mandatory for the bidder to provide dedicated onsite resources required for 8.00 am to 8.00 pm schedule, Resources should have minimum of 2 years of experience in relevant fields.	Is it 5 days a week or 6 days a week. Typical working is 8 Hrs, is the bank looking at executing the support in 2 shifts?	Resource management to be done by the bidder as per requirement mentioned in RFP.
122.	41	Security Requirements	3.7 Data Encryption/Protection requirement of the Bank	Please provide more details. Please confirm that the solution must provide for encryption for both data at rest, and data in motion	Bidder should come up with the technology to fulfil the bank's requirement as per scope mentioned in RFP.
123.	38	Reporting Requirements	b. Analytical Dashboards	(1) Is the expectation to provide dash boarding capability with near realtime synchronization between operational system & DWH system?	Scope of real-time data synchronization is limited.

				(2) Can we assume this to be the total user base for building the MIS & Dash boarding system? We see a total user count of ~500 (3) Are the users expected to be from Bank or is the platform expected to service other 3rd party as well If so what would be the user count, concurrency level etc.	
124.	38	Reporting Requirements	b. Analytical Dashboards	Please provide split of number of users for BI platform. Provide details for below class of users: - Total Online Report Consumers - Mobile Report Consumers - Total Users for Burst Reports - Total users who would perform Deep Analysis	1.Total Online Report Consumers-100 2.Mobile Report Consumers -200 3.Analytics user-50
125.	38	Reporting Requirements	b. Analytical Dashboards	Please share details on number of environments to be provisioned. E.g. DEVT, UAT, PRODUCTION, DR	DEVT, UAT, PRODUCTION, DR
126.	38	Reporting Requirements	b. Analytical Dashboards	Please provide details on capacity of non-production environments as % of production capacity. For e.g. TEST environment to be 25% of PRODUCTION and DR to be 50% of PRODUCTION and so on	As per requirement for the solution to maintain the schedule of implementation and uptime mentioned in RFP.
127.	38	Reporting Requirements	b. Analytical Dashboards	A 10% YoY growth for both Internal & external users will be assumed for capacity & sizing planning for duration of 10 years? Please confirm	yes
128.	38	Reporting Requirements	b. Analytical Dashboards	Can we elaborate on the unstructured data needs from various systems in the echo system of data warehouse to be built for BI / Analytics?	Clause stands as per RFP
129.	38	Reporting Requirements	b. Analytical Dashboards	Is there a need for Data Lake setup to be provisioned?	RFP clause is self explanatory
130.	86	Annexuer VII	The solution needs to provide end-to-end data warehousing process, from enterprise applications and ETL tools to databases and Big Data platforms	(1) Are there requirements for real time streaming of data into Data warehouse for Analytical purposes (2) Are there requirements for Deep analytics /	Clause stands as per RFP

			ensuring the timely delivery of trusted BI reports to our business users.	Machine Learning capability to be performed on DWH? (3) Would there be users in category of Data Engineers / Data Scientists in the overall category of End users?	
131.	36	Credit Monitoring Analytics	Monitoring the quality of loans in terms of pending review/renewal, stock statements, SMA, NPA etc.		It is a part of analytics requirement of credit monitoring department.
132.	38	Reporting Requirements	The reports/dashboards should have standard options including but not limited to export to Word/Excel, HTML, XML, XBRL, CSV, PDF etc., printing options, email, SMS options etc.	XBRL Taxonomy has to be provided by the Bank.	Taxonomy will be available at RBI site as per requirement.
133.	44	Schedule of Implementation- Evolving phase (4 months to 7 months)	In this phase, the selected implementation vendor is expected to complete implementation of the Analytics framework through at least 10 (Ten) additional analytical / statistical areas identified by the Bank.	How many iterations are required to get to the best fit models - is there any boundaries defined to the modelling process?	No such
134.	44	Schedule of Implementation- Evolving phase (4 months to 7 months)	Migration of MIS reports (100-200 Reports)	How do we know the complexity of the reports? Further information is required about the source tools from where the reports are to be migrated	Information will be shared to successful bidder. Complex report -30% Medium complex-20% Low complex-50%
135.	44	Schedule of Implementation- Evolving phase (4 months to 7 months)	ATM and Branch Cash Optimization	What is the scope of optimization - Currently the scope mentioned is wide open	Analytical module to be developed for ATM /Branch cash optimization and utilization.

136.					
137.	44	Schedule of Implementation- Evolving phase (4 months to 7 months)	Design and track Campaigns for customer's based on various customer analytical parameters.	Is there any integration to be done with CRM tools for campaign scheduling?	Bank does not have any CRM modules currently.
138.	44	Schedule of Implementation- Evolving phase (4 months to 7 months)		Overall need clarity and detailed scope around this phase. The requirements are statistical in nature and will require deeper understanding of the requirement	Information will be shared to successful bidder.
139.	45	Schedule of Implementation- Transform & Maturity Phase (8 Months to 12 Months)	Deliver appropriate offers to customers in real-time based on their past and current behaviour patterns	Is there any integration to be done with CRM tools for campaign scheduling?	Bank does not have any CRM modules currently.
140.	44	Schedule of Implementation	There are 3 Phases in the implementation: 1. Quick Start Phase 2. Evolving Phase 3. Transform and Maturity Phase	Does the BRD,SRS should have phase wise descriptions or single BRD containing all the requirements from all phases?	It will depend solution to solution and to maintain the specific implementation schedule.
141.	44	Schedule of Implementation-Quick Start phase (0 to 3 months)	In this phase, the selected implementation vendor is expected to start implementing the Analytics framework through at least 3 (three) use cases to be identified by the Bank.	complexity of 3 use cases	Mix in nature
142.	44	Schedule of Implementation-Quick	Migration of MIS reports (50-100 Reports)	What is the level of complexity of these reports	Information will be shared to successful bidder.

		Start phase (0 to 3 months)			Complex report -30% Medium complex-20% Low complex-50%
143.	44	Schedule of Implementation-Quick Start phase (0 to 3 months)	Executive Dashboards (for Top executives and Department heads)	How many dashboards and what is the level of complexity	Complex-20 % Medium-30 % Low -50 %
144.	44	Schedule of Implementation-Evolving phase (4 months to 7 months)	Migration of MIS reports (100-200 Reports)	What is the level of complexity of these reports	Complex-20 % Medium-30 % Low -50 %
145.	45	Schedule of Implementation-Transform & Maturity Phase (8 Months to 12 Months)	Migration of MIS reports (200-300 Reports)	What is the level of complexity of these reports	Complex-20 % Medium-30 % Low -50 %
146.	46	Uptime and Penalty	Schedule of Implementation c. Support Maintenance of the MIS reports	What is the duration of the support to be considered for the bid currently	Please refer contract period clause
147.	29	Data Discovery, Extraction, Preparation and Loading		What are the types and list of Source system existing with current infrastructure? Example: (relational database, NO SQL database, Files (structure / semi-structure/Unstructured), ERP, CRM, etc...)	Currently all source systems are in Relational Database and proposed solution should have capability of integration of other unstructured data sources.

148.	29	Data Discovery, Extraction, Preparation and Loading		How many Source systems is existing with current infrastructure?	Please refer to RFP (scope of work) detail will be shared with successful bidder.
149.	29	Data Discovery, Extraction, Preparation and Loading		What is data volume with each source system? Approx. how many database objects exist with each source?	Please refer annexure -1
150.	29	Data Discovery, Extraction, Preparation and Loading		How many new Source systems expected In the future?	Specific count can not be ascertain presently.
151.	29	Data Discovery, Extraction, Preparation and Loading		What is the minimum & the maximum time to get the source data refreshed? Any Risk SLA exists to get reflected in the target system?	T-1 refresh interval. Real-time analytics is required for limited use cases.
152.		general query		What are all data ingestion types available and expected to process? Example: Batch, CDC, Realtime (Streaming)	Normally in Batch. Real-time analytics is required for limited use cases.
153.		general query		What are the tools / components used for data processing? How the data got processed in existing environment? Any existing challenges?	Bank is open to any technology that adhere to RFP terms and could deliver the requirement of RFP. Please refer scope of work mentioned in RFP.
154.		general query		As part of data transformation, only the business rules exist (or) data format type conversion has also existed? <u>Example:</u> relational data to json data	Functional and business requirement will be provided by bank and data

					transformation , conversion and other format to be identified and developed by bidder to meet RFP requirement.
155.		general query		What is the type of data load in Staging system? Is it full refresh (or) daily feed with insert/update (or) with append logic? From how many system data got loaded in Staging system?	T-1 refresh interval. Realtime analytics is required for limited use cases. Successful bidder has to identify and develop the solution to meet the RFP requirement.
156.		general query		How many sequential systems exist before the loading of Target system? Example: Source -->staging-->ODS --> Datawarehouse -->DataMart	To be identified and during implementation and develop as per requirement.
157.		general query		Any specific tool/component used for data quality? Do we have any requirement to suggest new products?	No, Bank is open to any technology that adhere to RFP terms and could deliver the RFP requirement.
158.		general query		Is data quality is handled in all required source systems? (Example: data consistency, data duplication, etc...)	Data consistency exist in source system , moreover data quality to be identified and handled by the successful bidder to meet the RFP requirement.
159.		general query		Is data quality handled explicitly to avoid data discrepancies?	Clause stands as per RFP

160.		general query		Any data archiving, backup, Purging process in place? If yes, then what is duration & frequency of data backup?	To be handled by the successful bidder to meet the RFP requirement.
161.		general query		What is the type of Server, it is windows (or) Linux (or) both? What is Server subscription type & version?	To be shared with successful bidder during implementation.
162.		general query		Does the existing Servers are located in On-Premise (or) Cloud? If On-Premise, then any future expected to migrate to cloud service?	Presently existing source servers are on premises. Based on the bank policy Bank is in opinion to implement the solution on premises . However, Solution should have capability to migrate on the cloud platform.
163.		general query		What is the storage/compute available with current Infrastructure? <ul style="list-style-type: none"> • Data Warehouse (DW) • Data Mart (DM) • Master data management (MDM) • Data Lake (DL) • Data Integration Hub (DIH) and what is the expected Storage/ compute system?	Bank does not have DW presently. To be implemented by the successful bidder to meet the RFP requirement.
164.		general query		Any job scheduling tool is currently used? (or) expected to use?	To be implemented by the successful bidder to meet the RFP requirement.
165.	39	Reporting Requirements		Which data visualization product is currently exists? What is expected to do with data visualization dashboard, etc..?	To be implemented and developed by the successful bidder to meet the RFP

				What are all types of data to be displayed in the dashboard? <u>Example</u> : streaming data, message queue, etc..	requirement.
166.	41	Security requirements		What is the level of security is handled by the web application, data system, infrastructure, etc...? Security like LDAP is handled (or) expected to handle? Data encryption / decryption, masking is already handled (or) expected to handle? Any data Compression is already exists (or) expected to handle?	To be implemented and developed by the successful bidder to meet the RFP requirement.
167.		general query		What are all current and open challenges w.r.t IAAS, SAAS, PAAS and business scenario's?	Will be shared with successful bidder.
168.		general query		Is there any Audit database (or) logging system available in the current ecosystem (or) expected to create?	To be implemented and developed by the successful bidder in the proposed solution to meet RFP requirement.
169.		general query		1. Currently how house keepings are followed 2. Any known issues in ETL Jobs, database, Data transformation, Reports & dashboard. 3. What kind of the System used for incident management 4. Count of occurred nature incidents 5. How category wise SLA tickets are created 6. Whether the DR setup is identical to the Primary Data center 7.List of documents available (Design document, Data Modelling, Implementation document, operational document, etc)	To be implemented and developed by the successful bidder in the proposed solution to meet RFP requirement.
170.		general query		In Part-IV Scope of Work: - expected to provide solution end-to-end including installation & setup, Post implementation support.	Analytical Modules & reports to be developed as per

				Where as in Part-V "6. Schedule of Implementation": - refers to analytics implementation with 3 phases and 12 months, which was not covered with the entire scope of work, Please clarify?	implementation schedule mentioned in RFP Clause (Part-V)
171.			General	Please suggest if we need to provide hardware also for the Analytics solution deployment or the hardware will be provided by the bank.	Please refer corrigendum
172.			General	Please provide if bank is looking for a DR site for this solution. If so please provide details.	Bank will arrange for equivalent DR infrastructure, the service provider has to configure replication between DC and DR.
173.			General	Please provide the total Data Volume that shall be used for Solution and storage in DWH ? What will be the projected percentage growth each year. What is the daily data ingestion size.	Please refer Annexure-1
174.			General	Clarity required on License for Reporting tool A. License user breakup for no. of Power Users & Business Users ? B. What is the User Concurrency ?	Please refer Annexure-1
175.	10	3.4	Eligibility Criteria 4.a	This clause should be relaxed as many banking customers do not use this route as a standard best practice.	Clause stands as per RFP
176.	10	3.4	Eligibility Criteria 4.b	Customer implementation reference where the customer has a turnover of 2 lakh crore and above is extremely stringent and needs to be relaxed for a fair participation. Suggestion to include Global banks, apart from Indian scheduled commercial banks for using as implementation reference as it shall allow proposing the best global practices and technology stack to UCO Bank.	Clause stands as per RFP

177.	42	4	Warranty/AMC &ATS	Need to clarify on AMC/ATS section as there are customers that are either under implementation or recently implemented and may be very difficult to get document with last 2 year support	The experience of the resources is sought.
178.	84		FUNCTIONAL SPECIFICATION	Need Clarity on Scoring of FUNCTIONAL in Annexure-VI : As all Leading Analytics platforms provide functionality to create all such analytics dashboards for the functionalities asked in Annexure VI with some configurations and dashboard building. But no tool has all such analytics built 100%. Pls clarify on this.	Marks have been allotted based on Standard feature, Alternate Available, Customization required and Not available in the proposed solution/ require 3 rd party integration.
179.	30	1.2	Capability to work with Big data, unstructured data sources viz. social media, call center data etc.	Please provide the complete unstructured data sources expected	Initially bank is in opinion to set up data warehouse for structured data and later on Instructed /semi structured data may bought into the solution. Solution should capable of accepting and analyzing all types of data.
180.	31	1.2.1	Provide profiling capabilities for various different data sources with inbuilt pattern frequency analysis, primary key/foreign key relationship analysis, gender analysis etc. to just name a few features.	Please provide the complete list of inbuilt features required to find the best fit in terms of solution components.	Please refer RFP clause no IV (Scope of work)
181.	31	1.2.1	Updation of data by completing data available from various source systems.	Please provide the details of the source systems to be considered in scope. What is the volume and size(number of records and growth ratio	Please refer Annexure-1

				of data) of these source systems?	
182.	31	1.2.1	It also aids in publishing a metrics on data quality.	Does the bank currently have any data quality framework in place? Please provide the number of data quality rules to be created with complexity. A split of total number of rules and number of rules per source system would be helpful.	Detail logic will be provided to Successful bidder.
183.	31	1.2.2.a.	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.	Please specify the number of LOBs to be integrated into the Data Warehouse along with the number of subject areas per LOB.	Please refer to Annexure-I
184.	31	1.2.2.a.	Data warehouse should be capable of processing large amounts of data.	Please provide the volume of daily data processing, combining all the sources of data.	Please refer Annexure-1
185.	31	1.2.2.b.	Big Data would be used for capturing, storing, archiving, and refining semi-structured and unstructured data.	Please specify the unstructured sources of data. Please specify the semi-structured sources of data. What is the current data volume for each of the sources? What is the volume of historical data (if any) for the sources?	Initially bank is in opinion to set up data warehouse for structured data and later on Instructed /semi structured data may bought into the solution. Solution should capable of accepting and analyzing all types of data.
186.	32	1.2.2.c.	The data from various data sources can be sourced, integrated on a near real time / right time frequency for operationalization.	What is the envisioned frequency of data loading in the ODS?	T-1 refresh interval. Realtime analytics is required for limited use cases. Successful bidder has to identify and develop the solution to meet the RFP

					requirement.
187.	32	1.2.2.e.	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.	Are there any preferred tools for advanced and exploratory analyses?	Bank is open to any technology that adhere to RFP terms and could deliver the requirement of RFP.
188.	33	1.3.3	Develop information delivery framework leveraging analytical reports, dashboards, and alerts.	Please provide information on number of dashboards and how many use case they require.	Will be shared with successful bidder at the time of implementation. Bidders to be developed and identify the uses cases in consultation with bank's user departments.
189.	33	1.3.4	Perform advanced analytics in areas such as Big data and social media analytics.	What are the various social media channels which need to be integrated? Will social media analytics be done through data vendors or will it be based on web scrapping?	Initially bank is in opinion to set up data warehouse for structured data and later on Instructed /semi structured data may bought into the solution. Solution should capable of accepting and analyzing all types of data.
190.	33	1.4.1.1	Close-loop with Campaign Responses derived out of various channels	Please elaborate on the "close-loop" capability mentioned here.	The solution should have capability to segregate the customer data and using the information

					for campaign.
191.	34	1.4.1.2	Should be able to analyze all types of data including customer's historical information.	How many years of historical data would be available per source system?	Please refer Annexure-1
192.	38	1.9.1	Test other aspects (Unit Testing, System Integration Testing, UAT, Post-Deployment testing, QA testing).	Are separate clusters for different test environments required? If so how much data capacity should we plan for in each of these environments?	Single test environment may be used and bidder to develop/implement the solution to meet the RFP requirement.
193.	38	1.9.4	Vendor has to develop reports (ad-hoc, analytical, tabular, dashboards, and alerts) as an information delivery mechanism to the business users.	Please provide the growth percentage in number of users to accommodate future needs.	Please refer Annexure-1
194.	38	1.9.4	The users should also be able to do basic activities such as sorting, filtering, slicing, dicing and drill down.	Would drilldown capabilities be needed for both tabular reporting and the dashboarding?	Yes
195.	39	1.9.4.b.	Dashboards will be built based on the business requirement.	Please provide complexity wise split of the dashboards (Low - % , Med - % , High - %)	Complexity of reports (approx) Simple: 50% Medium : 30% Complex :20%
196.	40	1.9.4.d.	Such alerts would be consumed across multiple levels and teams basis business needs.	Please provide complexity wise split of the alerts (Low - % , Med - % , High - %)	Will be shared with successful bidder.
197.	40	2.1	Installation of third party software if any.	Can third party software be open source or does it have to be proprietary?	Clause stands as per RFP
198.	40	2.1	Creation and customization and maintenance of adhoc reports, modules and analytics Dash Board.	Please specify the number of data marts that will be exposed for adhoc reporting.	To be identified and developed by successful bidder

199.	41	4	System activity logs around the following system query runs, batch report extractions and master data/operational data deletions/modifications.	Is the information readily available for all the operational systems?	To be identified and maintained by successful bidder
200.	46	6.c.	Decision making based on business rules and analytics insights.	Will UCO Bank provide the business rules to be implemented or will the supplier have to do the analysis of existing system to deduce these business rules?	Bidders to analyse, define the business rule in consultation with bank's user departments and to develop/implement the solution to meet the RFP requirement.
201.	47	6.c.	Customer Feedback - Text, Semantic and Voice Analytics	Please elaborate on the semantics and voice analytics requirements.	Initially bank is in opinion to set up data warehouse for structured data and later on Instructed /semi structured data may bought into the solution. Solution should capable of accepting and analyzing all types of data.
202.	46	6.c.	Support, Maintenance. Migration of all MIS reports.	Please specify the complexity of MIS reports to be migrated.	Complexity of reports (approx) Simple: 50% Medium : 30% Complex :20%
203.	92	29	The solution must allow users to share information and interact via discussion threads, chat capabilities, and annotations to facilitate decision making and content	Does the solution need to support discussion threads, chat capabilities, and annotations as a mandatory requirement?	Not mandatory requirement, though solution should have the capability for such facilities for future

			analysis.		requirement.
204.	93	38	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.	Is integration of solution with mapping capabilities like Google Maps a mandatory requirement?	Yes
205.	95	50	The solution should provide tools to aid in creating routine data backups and point-in-time snapshots to protect against data loss.	Please elaborate on the data backup requirements.	Will be shared with the successful bidder
206.	97	62	The solution should provide tools to aid in restoring solution data from a backup or snapshot to facilitate recovery.	Please elaborate on the recovery requirement.	Will be shared with the successful bidder
207.	97	65	The solution should support integration with common development environments such as Microsoft Visual Studio or Eclipse to facilitate	Is integration of solution with MS VS or Eclipse mandatory?	Indicative platform has been mentioned. Existing reports of MIS developed in Java Script , which has to be migrated by the bidder.
208.	25	Part -III: BID OPENING AND EVALUATION CRITERIA	Data Analytics Implementation Experience : Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be a scheduled commercial bank within India. a) Each Reference for successful implementation is given a score of 25. (i.e. Max of 125: 5*25) for successful implementation in any scheduled commercial Bank. Format for submitting reference : b) For under implementation , score	Kindly confirm.	Clause stands as per RFP

			of 15 Marks per reference (Max Marks 75 (15*5 Reference)) c) Reference Letter for implementation/under implementation to be submitted for each Reference along with detailed scope of work from each reference on bidders letter head with authorized signature and seal.		
209.	26	Notes	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	We request you to kindly amend this clause as: Demo and presentation to be made by the Project Manager to be deployed for the Project, along with the proposed team or by any member of the bidder's organization; time allotted for presentation – 120 minutes including question answer session	Please refer corrigendum
210.	82	Annexure-V, Clause-5	Proof of documents required / must be submitted: Self-declaration to this effect on company's letter head should be submitted along with the Bio-data of the Project Managers with valid certifications.	We request you to kindly amend this clause as: Proof of documents required / must be submitted: Self-declaration to this effect on company's letter head should be submitted duly signed by the authorized signatory.	Clause stands as per RFP
211.	43	Clause-5; Payment Terms	b. Phase wise payment of the solution is as below Milestone Phase I Timeline Completion of Phase I sign off. % Amount to be paid towards Application License & implementation Cost a. 40% of Total Application License Cost b. 30% of Implementation Cost	We request you to kindly amend the payment terms as: Milestone Phase I Timeline Completion of Phase I sign off. % Amount to be paid towards Application License & implementation Cost a. 60% of Total Application License Cost b. 60% of Implementation Cost	Clause stands as per RFP

212.			<p align="center">Milestone Phase II Timeline</p> <p>Completions of Phase II sign off.</p> <p>% Amount to be paid towards Application License & implementation Cost</p> <p>a. 30% of Total Application License Cost b. 30% of Implementation Cost</p>	<p>We request you to kindly amend this clause as:</p> <p align="center">Milestone Phase II Timeline</p> <p>Completions of Phase II sign off.</p> <p>% Amount to be paid towards Application License & implementation Cost</p> <p>a. 30% of Total Application License Cost b. 20% of Implementation Cost</p>	Clause stands as per RFP
213.			<p align="center">Milestone Phase III Timeline</p> <p>Completions of Phase III sign off.</p> <p>% Amount to be paid towards Application License & implementation Cost</p> <p>a. 30% of Total Application License Cost b. 40% of Implementation Cost</p>	<p>We request you to kindly amend this clause as:</p> <p align="center">Milestone Phase III Timeline</p> <p>Completions of Phase III sign off.</p> <p>% Amount to be paid towards Application License & implementation Cost</p> <p>a. 10% of Total Application License Cost b. 20% of Implementation Cost</p>	Clause stands as per RFP
214.	43		<p>c. The Payment Schedule for other License cost (except Application License Cost) will be as follows</p> <p>90% of the order value along with GST and other applicable duties on actual basis will be paid on delivery, installation and acceptance of ordered items, after realizing penalty charges for late delivery and / or late installation, if any.</p> <p>Remaining 10% of the order value (i.e. the residual amount) will be paid after completion of the Warranty period or on submission of Performance Bank Guarantee issued by a PSU Bank for equivalent amount</p>	<p>We request you to kindly amend this clause as:</p> <p>c. The Payment Schedule for other License cost (except Application License Cost) will be as follows</p> <p>90% of the order value along with GST and other applicable duties on actual basis will be paid on delivery.</p> <p>Remaining 10% of the order value (i.e. the residual amount) will be paid after completion of installation.</p>	Clause stands as per RFP

			and tenure to the respective PO issuing authority. This Bank Guarantee is in addition to the 10% Security Deposit.		
215.	42	Clause-5; Payment Terms	e. The Payment Schedule for ATS on Software License cost will be as follows: 1. Quarterly Basis in arrears for 4th year. 2. Quarterly Basis in arrears for 5th year.	We request you to kindly amend this clause as: e. The Payment Schedule for ATS on Software License cost will be as follows: 1. Yearly Basis in advance for 4th year. 2. Yearly Basis in advance for 5th year.	Please refer corrigendum
216.	42	Part-V; Clause No-2	Delivery and Installation The selected bidder has to ensure the delivery, installation and implementation of the proposed solution to be completed within 12 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.	We request you to kindly amend this clause as: Delivery and Installation The selected bidder has to ensure the delivery, installation and implementation of the proposed solution to be completed within 18 months from the date of acceptance 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.	Clause stands as per RFP
217.	47	Penalties & Service Level Agreement	Bank would expect the bidder to commit to the service level assurances. The Bidder shall commit to maintain uptime of 99.98% 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 99.98% uptime. The Bidder shall be liable for penalties for uptime maintained	We request you to kindly amend this clause as: Bank would expect the bidder to commit to the service level assurances. The Bidder shall commit to maintain uptime of 99.95% 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 99.95% uptime. The Bidder shall be liable for penalties for uptime maintained below 99.95% in a month. Penalties for downtime of the application will be as per	Clause stands as per RFP

			<p>below 99.98% in a month. Penalties for downtime of the application will be as per below mentioned table:</p> <p>Level of Uptime Per Month 99.98% and above Penalty Charges No Penalty</p> <p>Level of Uptime Per Month 99.00% and above but below 99.98 % Penalty Charges 1 % of total cost of monthly payout</p> <p>Level of Uptime Per Month 98.00% and above but below 99.00 % Penalty Charges 2 % of total cost of monthly pay-out</p> <p>Level of Uptime Per Month 97% and above but below 98.00 % Penalty Charges 5 % of total cost of monthly pay-out</p> <p>Level of Uptime Per Month below 97% Penalty Charges 10% of total cost of monthly payout</p>	<p>below mentioned table:</p> <p>Level of Uptime Per Month 99.95% and above Penalty Charges No Penalty</p> <p>Level of Uptime Per Month 99.00% and above but below 99.98 % Penalty Charges 0.5 % of total cost of monthly payout</p> <p>Level of Uptime Per Month 98.00% and above but below 99.00 % Penalty Charges 1 % of total cost of monthly pay-out</p> <p>Level of Uptime Per Month 97% and above but below 98.00 % Penalty Charges 2 % of total cost of monthly pay-out</p> <p>Level of Uptime Per Month below 95% Penalty Charges 5% of total cost of monthly payout</p>	
218.			General	<p>Please confirm, do bidder needs to provide any hardware (i.e. server/storage etc.) or, bank will procure/arrange the on-prem hardware prior to implementation.</p> <p>Also confirm, do bidder needs to submit any hardware sizing with technical bid.</p>	Please refer corrigendum
219.	48	8	LD	0.5% per week instead of 1%	Clause stands as per RFP
220.	53	20	Order Cancellation	Max liability should be capped at 100% instead of 125% of undelivered work	Clause stands as per RFP

221.	65	39	Limitation of Liability	Either party shall not be liable for Indirect losses and consequential damages	Clause stands as per RFP
222.	9	3	Eligibility Criteria	<p>Query: 1. As eligibility can the Bidder provide OEM PO to suffice this clause? We seek confirmation from honourable Tendering Committee.</p> <p>Query 2: The statement "Advanced Data Analytics Solution" is not mentioned specifically in the Purchase Orders we have received from different clients although those are PO's pertaining to Advanced Data Analytics solution only but with a different subject line. Request the honourable Tendering Committee to remove the word Advanced and revise the term as "Data Analytics Solution"</p>	Clause stands as per RFP
223.	10	6	Eligibility Criteria	We request the honourable tendering committee to clarify this point that whether OEM PO in any other Partner's name can be provided as per this eligibility.	For eligibility clause no. 6 bidders experience is sought
224.	40	1.9.4 Reporting Requirements	The reports/dashboards should have standard options including but not limited to export to Word/Excel, HTML, XML, XBRL, CSV, PDF etc., printing options, email, SMS options etc.	Request bank to verify the requirement and change it to Excel, CSV & PDF with printing & email options	Clause stands as per RFP
225.	35	1.4.1.1 Analytical Customer Relationship Management	Customer de-duplication activity	What is the approx. size of customer data that needs to be deduplicated? What is the total incremental customer data insert/update that happens daily?	Data deduplication handled by existing source system. Incremental customer data approx. 40000 per month
226.	25	Technical Evaluation	Data Analytics Implementation Experience : Maximum of 5/ Minimum of 1 reference can be provided of which at least one	Will reference from OEM partner be valid?	Clause stands as per RFP

			should be a scheduled commercial bank within India		
227.	25	Technical Evaluation	Data Analytics Implementation Experience : Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be a scheduled commercial bank within India	Since the RFP covers modules around Data Integration , Data Quality , Reporting & Analytics. Does the bidder need to provide references for each module?	Reference for experience in end to end implementation by single solution of Data Analytics module to be provided
228.	25	Technical Evaluation	Data Analytics Implementation Experience : Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be a scheduled commercial bank within India	Recommend bank to re-consider and provide more marks(weightage) to single OEM tools delivering RFP requirements. This will help bank have seamless integration, faster implementation , better governance and efficient licensing.	Clause stands as per RFP
229.	25	Technical Evaluation	Data Analytics Implementation Experience : Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be a scheduled commercial bank within India	Recommend bank to re-consider and provide more marks(weightage) to references where same bidder has implemented/under implementing proposed OEM tools for the RFP (same version or upgraded version of the tool) in Banks in India. This will help bank have surety & trust on the overall implementation capabilities and the tools adoption.	Clause stands as per RFP
230.	NA	Multiple references in RFP	NA	How many total no. of users will access this system and concurrency?	Please refer annexure-1
231.	NA	Multiple references in RFP	NA	What would be the data volume? How much amount of data will be loaded in memory?	Please refer annexure-1
232.	NA	Multiple references in RFP	NA	Please provide BI users (total, concurrency, yoy growth) volumetrics.	Please refer annexure-1
233.	NA	Multiple references in RFP	NA	Please provide breakup of Business/Power/Super users for BI usage (Business user is a viewer, power user is	Please refer annexure-1

				someone who can view and edit reports , super user is admin)	
234.	NA	Multiple references in RFP	NA	Please confirm if Bank would require a separate non-production environment for dev/testing purpose. Also, in our experience this environment has typically been at 20-25% of production capacity - please confirm if that is acceptable.	Please refer Annexure-1
235.	NA	Multiple references in RFP	NA	Request bank to confirm if the platform sought to cover the need of the RFP is to be agnostic in nature and can support entire lifecycle (data management, reporting & analytics) , so that , the bank can , procure more modules (Plug & play) basis its future needs	Agreed , Bank is in opinion to procure end to end solution covering entire life cycle.
236.	NA	Multiple references in RFP	NA	Kindly confirm if the bank intends to procure reporting solution which is GUI driven and enable users to create GUI driven reports, perform what-if analysis and is future ready to support AI/ML capabilities to enable bank to leverage it for future projects under insights & analytics	The features may be the part of the solution.
237.	NA	Multiple references in RFP	NA	Does components of solution to be proposed be cloud ready? With nearly all banks experimenting with hybrid-cloud setup, we recommend the bank to procure a solution which can be currently deployed on-prem to fulfill current RFP needs and also fulfills the future needs of the bank (if ever) to seamlessly migrate to cloud thus saving transformational cost.	Presently existing source servers are on premises. Based on the bank policy Bank is in opinion to implement the solution on premises . However, Solution should have capability to migrate on the cloud platform.
238.	10	3. Eligibility Criteria	Eligibility Criteria	We request bank to consider products who are analyst rated (Gartner, Forrester) since these have been evaluated and well accepted	Clause stands as per RFP

				across the globe and have current vision aligned and are well positioned for tomorrow.	
239.	10	3. Eligibility Criteria	<p>The Bidder/OEM should have the experience of having implemented/ under Implementation of an Advanced Data Analytics Solution in India in at least One Schedule Commercial Bank that has</p> <p>a. Minimum raw data size of 3 TB for Data Warehouse solution and</p> <p>b. Business turnover/ Business mix during the last financial year (2019- 20) of Rs 2,00,000 Crore and above in India.</p>	<p>We request you consider any BFSI experience for Advanced Data Analytics Solution in India as a reference</p> <p>We request you to change the criteria as "Minimum raw data size of 3 TB for Data Warehouse solution in any BFSI client or 600 GB in schedule commercial bank"</p> <p>We request you to relax this criteria coz, not every BFSI has Rs. 200000 Crore business turnover</p>	Clause stands as per RFP
240.	10	3. Eligibility Criteria	<p>The Bidder should have sufficient skilled staff and Project Managers having expertise of minimum 5 years in the field of analytics / big data / AI / ML and must hold Certification in</p>	<p>Please clarify which reputed institute that you are considering or any institute will be ok.</p>	Clause stands as per RFP

			analytics / data engineering / AI / ML with reputed institutions.		
241.	10	3. Eligibility Criteria	The proposed product for Advanced Data Analytics Solution should have been implemented/ under implementation and running in any scheduled commercial bank in India.	We understand, Bidder/OEM have been implemented/ under implementation and running in any scheduled commercial bank in India, please confirm.	Solution should have been implemented/ under implementation and running in any scheduled commercial bank in India.
242.	10	3. Eligibility Criteria	The Product/s proposed for Advanced Data Analytics solution should not be on open source platform.	We request you to consider Open Source Platforms as well for solutioning	Please refer corrigendum
243.	25	Part –III: BID OPENING AND EVALUATION CRITERIA	Data Analytics Implementation Experience : Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be a scheduled commercial bank within India.	We request you to consider 3 references to score maximum ie.125	Solution should have been implemented/ under implementation and running in any scheduled commercial bank in India.
244.	26	Part –III: BID OPENING AND EVALUATION CRITERIA	Demo and Presentation* submitted by the bidders covering product features, support, infrastructure, implementation and Maintenance strategy, company's financial and project management capabilities etc.	Do we need to share PPT along with the proposal or at a time of technical evaluation? Please clarify.	Separate demo session already mentioned in RFP

245.	29	1.2 Data Discovery, Extraction, Preparation and Loading	Consolidation of data from various source systems	What is total size in GB from various source systems?	Please refer annexure-1
246.	29	1.2 Data Discovery, Extraction, Preparation and Loading	Datawarehouse / Data lake	Does Bank have any Datawarehouse or Datalake? If yes, what is current technology stack?	Bidder has to develop as part of the scope of work
247.	30	1.2 Data Discovery, Extraction, Preparation and Loading	Unstructured data sources	What is total size in GB from various unstructured data sources ?	Please refer annexure-1
248.	44	6. Schedule of Implementation:	Migration of MIS reports	What is current technology of MIS reports which need to be migrated?	Current MIS reports are on Java and .net platform.
249.	128	Annexure XXII	RECOMMENDED HARDWARE SPECIFICATION REQUIRED FOR THE PROPOSED SOLUTION AT DC/DR/UAT/ TEST & DEVELOPMENT	Bidder will only have to share Hardware sizing and specification required as per the format given in Annexure XXII, Please confirm.	Please refer corrigendum
250.	40	1.9.4 Reporting Requirements	The reports/dashboards should have standard options including but not limited to export to Word/Excel, HTML, XML, XBRL, CSV, PDF etc., printing options, email, SMS options etc.	Request bank to verify the requirement and change it to Excel, CSV & PDF with printing & email options. Normally, report structure is exported to XML and not the report , kindly confirm if the requirement to export the structure of report in XML.	Please adhere RFP terms and detail discussion regarding the output of the reports and contents of the specific SMS Will be shared with successful bidder

				Also, please clarify if the report link is expected to be sent over SMS. Kindly clarify the expectation of report with respect to XBRL/HTML/Word.	
251.	25	Technical Evaluation	Data Analytics Implementation Experience : Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be a scheduled commercial bank within India	1 reference from Scheduled Commercial Bank in India and rest of the 4 references from other domains. Will reference from OEM partner also be valid?	It is clarified that SI/OEM should have the experience of implementation of Data Analytics solution in India only.
252.	25	Technical Evaluation	Data Analytics Implementation Experience : Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be a scheduled commercial bank within India	Recommend bank to provide more marks (weightage) to single framework which is capable of performing Data integration, Data Quality, Reporting etc. which will help the Bank to implement fast, easy and for a more secured environment.	Clause stands as per RFP
253.	42-43	Part V, Clause 5 Payment Terms	There will be no advance payments. There will be no interest on late payment	There are 2 parts to executing the project. One is licenses and other is implementation costs. Both these payments cannot be tied to execution phases as license needs to be procured in the name of the bank upfront for implementation and is chargeable from the date it is activated. Hence request that license cost be paid once delivered to the bank. Can you clarify late payment and acceptable tenure for delay?	Clause stands as per RFP
254.	NA	NA	Generic Query	Please clarify if UCO Bank will accept the email approvals as getting stamps and physical copies scanned is a challenge due to COVID lockdown situation. Would it be fine for digitally signed documentation?	The bidder has to submit the physical bid documents as detailed in the RFP.
255.	NA	NA	Generic Query	How does UCO Bank want the vendor to submit Response to RFP if the physical movement of documents is difficult in the	The bidder has to submit the physical bid documents as

				current scenario. Will Bank make provision for online submission of Documents.	detailed in the RFP.
256.	NA	NA	No third party liability	We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm our understanding is correct.	Clause stands as per RFP
257.	10	3. Eligibility Criteria	The Bidder should have sufficient skilled staff and Project Managers having expertise of minimum 5 years in the field of analytics / big data / AI / ML and must hold Certification in analytics / data engineering / AI / ML with reputed institutions.	Can the clause of holding certifications in analytics / data engineering / AI / ML with reputed institutions be relaxed. Can we have resources with relevant experience?	Clause stands as per RFP
258.	10	Eligibility Criteria	The Bidder should have a minimum annual turnover of Rs.20 Crore in each of the last three financial years i.e. 2016-17, 2017-18, 2018-19.	Given that this is a very large project involving multiple complex elements, we request that the turnover criteria be increased to Rs. 100 Crore for the past three financial years	Clause stands as per RFP
259.	12	clause 3	RFP Procurement Cost/ Tender Fees	Please refer to Rule 161 (IV) of GFR 2017. We understand that cost of tender document should not be charged under the said Rule. Accordingly, we request you to waive / delete the requirement for submitting tender fee under the RFP.	Clause stands as per RFP
260.	25	2. Technical Evaluation	Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be a scheduled commercial bank within India.	Can we provide references for financial institutions as well (insurance, asset management firms etc.)?	Clause stands as per RFP
261.	25	Technical Evaluation	Data Analytics Implementation Experience : Maximum of 5/ Minimum of 1 reference can be	Will reference from OEM partner be valid?	It is clarified that Data Analytics Implementation

			provided of which at least one should be a scheduled commercial bank within India		Experience of Bidder is required
262.	30	1.2 Data Discovery, Extraction, Preparation and Loading	Data Discovery, Extraction, Preparation and Loading Domestic and Overseas CBS (Finacle 7x upgraded to Finacle 10X),Treasury, Internet Banking , Mobile Banking/ M-Wallet/UPI, ATM Switch ,GBM ,LOS ,Financial Inclusion ,HRMS,Biometric, Finance Central Office etc.	What are the current data volumes, YoY Growth %, in GB for each of the mentioned source systems or any data other data platform that is used by the bank for reporting and analytics?	Please refer Annexure-1
263.	42	5 Payment Terms	The payment will be released to the vendor as per the payment schedule defined as below:	We suggest payment milestones be mutually agreed between selected bidder and bank at the time of contracting.	Please refer corrigendum
264.	42	2 Delivery and Installation	The selected bidder has to ensure the delivery, installation and implementation of the proposed solution to be completed within 12 months from the date of issuance of the Purchase Order as per the Phase Implementation Schedule mentioned in Clause No. 6 of the RFP.	Instead of Date of PO issuance, can it be modified to start from Project Kick off meet?	Clause stands as per RFP
265.	42	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 execution of Agreement. The performance of the selected bidder shall be reviewed every quarter. Any offer falling short of the contract	Can the bank provide quantifiable metrics to judge performance every quarter ?	RFP clause is self explanatory

			validity period is liable for rejection.		
266.	42	Warranty and AMC	The Selected Bidder must provide 2 (Two) years comprehensive on-site warranty after completion of Implementation, 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. The Onsite FM Service for the solution to be provided for the whole contract period i.e. 5 years including implementation & warranty period. Bidder will provide ATS from fourth year onwards (4th Year & 5th Year). The draft format of SLAs will be provided after the Letter of Intent (LOI) with the successful bidder.	We request that the bank avail of the facilities management services after the go-live and request the bidder to provide facilities management services as a part of implementation services in the first 12 months of the project	Module wise implementation scheduled has been defined in RFP (scope of work) . Bidder should provide suitable resource for FM service for smooth running of the project.
267.	42	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 execution of Agreement. The performance of the selected bidder shall be reviewed every quarter. Any offer falling short of the contract validity period is liable for rejection.	Given the vastness of the scope we request the bank to make the implementation period 18 months	Clause stands as per RFP
268.	43	5. Payment Terms	e. The Payment Schedule for ATS on Software License cost will be as follows:	We suggest ATS payments to be on monthly basis.	Please refer to corrigendum

			1. Quarterly Basis in arrears for 4th year. 2. Quarterly Basis in arrears for 5th year.		
269.	43	Payment Terms	Application cost divided into 40% - 30% and 30%	We request that the application cost be paid on installation of production as the OEMs demand 100% payment upfront. Otherwise the bid value will get inflated by the interest cost and be passed on to the bank. The bank can pay implementation fees as per delivery but once the bank gets the software it has a right to use the entire software from day one, therefore the bank is not getting any advantage by paying the software license fees in parts.	Clause stands as per RFP
270.	44	6. Schedule of Implementation	Migration of MIS reports (50-100 Reports)	Can we get bifurcation of number of reports which need to be migrated and which need to be developed from scratch	Will be shared with successful bidder
271.	44	a. Quick Start phase (0 to 3 months)	Phase Implementation Roadmap & identified use cases: . Submit BRD & SRS documents . ETL (Extract, Transform and Load) Process: Data Enrichment etc. . Customer Segmentation. . Branch Performance and profitability analytics. . Migration of MIS reports (50-100 Reports) . Executive Dashboards (for Top executives and Department heads)	We suggest relaxation in the deliverables of quick start phase to cover creation of BRD and setting up of data platforms for reporting and analytics	Clause stands as per RFP
272.	46	Uptime & Penalty	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 penalty is uncapped. We request bank to relook into this clause and cap the penalty	Clause stands as per RFP

			<p>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.</p> <p>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.</p> <p>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.</p>		
273.	48	clause 9	Insurance	<p>We wish to clarify that we maintain insurances, at the firm level, which are required to be maintained by us as per the provision of laws. Separate insurances for this project may not be required in light of such firm level insurance. We can provide you with a confirmation about our firm level insurance and that to the extent required by law, this project will also be covered under that insurance. We hope that should suffice. Please confirm.</p>	Clause stands as per RFP
274.	53	Clause 19	Acceptance	<p>If the project is to be completed on time, it would require binding both parties with timelines to fulfill their respective part of obligations. We request you that you</p>	Clause stands as per RFP

				incorporate a deliverable acceptance procedure, perhaps the one provided by Meity in their guidelines, or the one suggested below, to ensure that acceptance of deliverables is not denied or delayed and comments, if any, are received by us well in time. You may consider including the below simple clause: Within 10 days (or any other agreed period) from Client's receipt of a draft deliverable or HW/SW, Client will notify Consultant if it is accepted. If it is not accepted, Client will let Consultant know the reasonable grounds for such non acceptance, and Consultant will take reasonable remedial measures so that the draft deliverable materially meets the agreed specifications. If Client does not notify Consultant within the agreed time period or if Client uses the draft deliverable, it will be deemed to be accepted.	
275.	58	Clause 26	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	We feel this clause is open to high commercial risk. We request bank for deletion of this clause	Clause stands as per RFP
276.	61	Clause 31	Survival obligations	We request that any obligation arising under the agreement shall survive for a period of 12 months, post termination/expiry of the Contract	Clause stands as per RFP
277.	67	clause 34	Arbitration	There is a conflict between Cl 36 and Cl 37. Request deletion of Cl 37 page 64.	Clause stands as per RFP
278.	84	FUNCTIONAL SPECIFICATIO	Customization required. Customization possible within the	For enabling certain use cases, there would be minimal customization required. Can we relax	Please adhere RFP clause

		N	same solution proposed without adding 3rd party components and completion within stipulated timelines.	the criteria for scoring 10 marks by allowing 10-20% of customization on standard features	
279.	101	Commercial Bid	Facilities Management Cost	We request the bank mention the number of facilities management resources needed from year 1 to year 5 to ensure that the bank gets equitably comparable bids	Please refer corrigendum
280.	101	Commercial Bid	Licenses	Please clarify if the bank will be reusing any existing licenses as part of this bid or does the bidder have to provide a separate price for each line item in the bid	It is clarified that Bank may utilize the existing licenses available However bidder has to quote prices as per commercial format for evaluation.
281.	114	Annexure XIII - Declaration with respect to legal action and debarment / blacklisting is sought		The Client is requested to allow us to submit the blacklisting declaration based on the present status of our blacklisting / debarment as on date of submission of the bid.	RFP clause is self explanatory
282.	56,65	Cl 21 (ii) Page 56/Cl 39 (2&3) Page 65	Limitation of Liability	Client is requested to delete exceptions to the limitation of liability. The exceptions render the limitation of liability ineffective and make the liability unlimited.	Clause stands as per RFP
283.	40	1.9.4 Reporting Requirements	The reports/dashboards should have standard options including but not limited to export to Word/Excel, HTML, XML, XBRL, CSV, PDF etc., printing options, email, SMS options etc.	Request bank to verify the requirement and change it to Excel, CSV & PDF with printing & email options	Clause stands as per RFP

284.	10	3. Eligibility Criteria	4. The Bidder /OEM should have the experience of having implemented /under Implementation of an Advanced Data Analytics Solution in India in at least One Schedule Commercial Bank that has a. Minimum raw data size of 3 TB for Data Warehouse solution and b. Business turnover / Business mix during the last financial year (2019-20) of Rs 2,00,000 Crore and above in India	The criteria is restrictive in nature. We would request UCO Bank to amend the criteria as per the suggested alternative to promote wider participation which would facilitate the Bank to receive competitive bids from Companies having the requisite expertise and solution. Suggested alternative: <i>The Bidder /OEM should have the experience of having implemented /under Implementation of an Advanced Data Analytics Solution in India in any organization from the BFSI vertical / market segment.</i>	Clause stands as per RFP
285.	10	3. Eligibility Criteria	The Bidder should have sufficient skilled staff and Project Managers having expertise of minimum 5 years in the field of analytics / big data / AI / ML and must hold Certification in analytics / data engineering / AI / ML with reputed institutions.	Big Data / AI / ML etc. are niche upcoming technologies and Technology Companies are in the process of augmenting / up-skilling their resources. In view of the current situation we would request UCO Bank to amend the criteria as suggested below to allow wider participation: <i>The Bidder should have sufficient skilled staff and Project Manager having expertise in the field of analytics / big data / AI / ML. Document Required: Self-declaration to this effect on company's letter head should be submitted along with the Bio-data of the Project Manager</i>	Clause stands as per RFP
286.	10, 11	3. Eligibility Criteria	The proposed product for Advanced Data Analytics Solution should have been implemented/ under implementation and running in any scheduled commercial bank in India.	To promote wider participation we would request the Bank to amend the criteria as per the suggested alternative provided here: <i>The proposed product for Advanced Data Analytics Solution should have been implemented / under implementation and running in any organization in India from the BFSI vertical / market segment.</i>	Clause stands as per RFP

287.	25	2. Technical Evaluation	<p>Data Analytics Implementation Experience :</p> <p>Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be a scheduled commercial bank within India.</p> <p>a) Each Reference for successful implementation is given a score of 25. (i.e. Max of 125: 5*25) for successful implementation in any scheduled commercial Bank. Format for submitting reference :</p> <p>b) For under implementation , score of 15 Marks per reference (Max Marks 75 (15*5 Reference))</p> <p>c) Reference Letter for implementation/under implementation to be submitted for each Reference along with detailed scope of work from each reference on bidders letter head with authorized signature and seal.</p>	<p>For promoting wider participation we would request the Bank to accept the experience of both the Bidder and OEM. Further we would request the criteria to be amended as suggested herewith:</p> <p><i>Data Analytics Implementation Experience :</i> <i>Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be a BFSI organization within India.</i></p> <p><i>a) Each Reference for successful implementation is given a score of 25. (i.e. Max of 125: 5*25) for successful implementation.</i></p> <p><i>Format for submitting reference :</i></p> <p><i>b) For under implementation , score of 15 Marks per reference (Max Marks 75 (15*5 Reference))</i></p> <p><i>c) Reference Letter for implementation/under implementation to be submitted for each Reference along with detailed scope of work from each reference on bidders letter head with authorized signature and seal.</i></p>	Clause stands as per RFP
288.	26	2. Technical Evaluation	The bidder has to score minimum of 80% overall marks to qualify for Commercial Evaluation.	We would request the Bank to lower the qualifying marks from 80% to 60% to which would help mid sized companies to submit competitive bids. The current scoring matrix is inadvertently giving large IT companied an advantage.	Clause stands as per RFP
289.	42, 43	5. Payment Terms	b. Phase wise payment of the solution is as below	<p>Payment for the software licenses should not be linked with the solution implementation. We would request the Bank for the following payment terms:</p> <p><i>For Software Licenses - 100% on delivery of licenses</i></p> <p><i>AMC for Software Licenses - 100% Annual</i></p>	Clause stands as per RFP

				<p>Advance</p> <p>For Implementation -</p> <p>30% on Completion of Phase I sign off</p> <p>30% on Completion of Phase II sign off</p> <p>40% on Completion of Phase III sign off</p>	
290.	43		<p>e. The Payment Schedule for ATS on Software License cost will be as follows:</p> <p>1. Quarterly Basis in arrears for 4th year.</p> <p>2. Quarterly Basis in arrears for 5th year.</p>	<p>Please amend the payment terms as:</p> <p>The Payment Schedule for ATS on Software License cost will be 100% annually in advance.</p>	<p>Please refer corrigendum</p>
291.	47	Penalties & Service Level Agreement	<p>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.</p> <p>Penalties, if any shall be calculated for every quarter and recovered from the Annual Technical Support/AMC/.</p>	<p>We would request the Bank to cap the maximum quarterly penalty amount to 10% of the quarterly FMS charges.</p>	<p>Clause stands as per RFP</p>
292.	30	1.2 Data Discovery, Extraction, Preparation and Loading	<p>Extraction of data from various source systems but not limited to the following (Transform data on batch or real- time basis)</p>	<p>Please confirm all the sources will support latest technologies such as Webservices, API, Adapters or Connectors to integrate with ETL tool.</p>	<p>Understanding is correct</p>
293.	30	1.2 Data Discovery, Extraction, Preparation and Loading	<p>Extraction of data from various source systems but not limited to the following ((Transform data on batch or real- time basis)</p>	<p>Please confirm UCO Bank will take care of any licensing requirements while connecting to these systems/applications by different vendors.</p>	<p>If any third party license required then same should be incorporated in the commercials</p>

294.	30	Part-IV	<p>Extraction of data from various source systems but not limited to the following ((Transform data on batch or real- time basis)</p> <ul style="list-style-type: none"> * Domestic and Overseas CBS (Finacle 7x upgraded to Finacle 10X), * Treasury, * Internet Banking , * Mobile Banking/ M-Wallet/UPI * ATM Switch , * GBM , * LOS , * Financial Inclusion , * HRMS * Biometric * Finance Central Office etc. 	Please provide the number of additional systems to be part of scope other than the mentioned in the tender.	Indicative sources have been shared, detail Will be discussed with the successful bidder .
295.	30	Part-IV	<p>Connect to leading databases identify, profile and validate reference data from source system as follows but not limited to the following</p> <ul style="list-style-type: none"> * Oracle, * MS Sql, * My Sql, * Postgress 	Please provide the number of additional source system other than Oracle, Ms SQL, MySQL & Postgress.	The proposed solution should have the capability to integrate with any type of Database. The Present source database used by the Bank has been mentioned in the RFP.
296.	30	Part-IV	Audit trails / Data change management – Maintain and manage history	Please confirm whether Existing Source system is having Audit trails/Data Change management & Data security.	Yes. As per RFP requirement the solution should have the capability of managing Audit trails/Data Change management & Data security at staging area.

297.	31	1.2.1	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.	Requesting clarity on the level of data enrichment. Considering the sensitive nature of financial data Bank would be transacting, please provide details on what is exactly meant 'Completing data' from various source systems.	Data messaging is required at staging area which has to be handled by the proposed solution.
298.	31	1.2.1	The Bidder should focus on below aspects of data – v Completeness v Consistency v Timeliness v Accuracy	Requesting confirmation on whether these are the only parameters for data quality checks Bank expects from the solution as standard data quality inspection covers a wider range of data quality parameters	All the parameter mentioned in the RFP is indicative.
299.	32	Part -IV	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	Please confirm whether Unstructured data like Videos, Large documents etc.. to be stored and to be maintained.	Proposed solution should have the capability to handle such type of data.
300.	32	1.2.2-d	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.	Requesting details on the 'Actual need for Virtual Query Layer'. The Data engines section already mentions requirements for significant number of data layer solutions. 'Virtual Query Layer' as understood from the RFP may introduce performance issues considering it will query multiple data engines. Is it expected to sit on top of ODS, DWH etc ? Requesting details.	DWH is our RFP requirement.
301.	34	1.4.1.1	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	Requesting details on current Customer Data management solution. Requesting confirmation if customers currently have different customer ID's against different accounts held by them. Also is the duplicate removal requirement only needed on the	Our existing CBS system handles deduplication of the customer. Solution should have the capability rechecking

			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.	analytics solution or needed on core Banking solutions. This could potentially lead to conflicting data records if only one system has de-duplicated data	of existing data and handle accordingly.
302.	34	1.4.1.1	An extension to customer de-duplication activity would be customer house holding, using the same solution, which shall assist in cross-sell/up-sell.	Requesting details on 'Customer House Holding'.	It will a part of unstructured data.
303.	38	1.9.4 -b	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 may be refreshed automatically/ on-demand.	Requesting details on need to refresh data 'on-demand' as mentioned in the RFP. This requirement will have significant impact on solution design and performance. Requesting details on which use cases need on-demand data refresh.	The front end data for the dashboards may be refreshed automatically/ on-demand at the end user level as per user requirement.
304.	40	Part-IV	The reports/dashboards should have standard options including but not limited to export to Word/Excel, HTML, XML, XBRL, CSV, PDF etc., printing options, email, SMS options etc.	Please provide the reporting options other than standard options mentioned in the tender.	Indicative options has been mentioned in the RFP.
305.	40	Part-IV	All the resources provided for monitoring of the products & administration of the solutions shall be OEM certified in respective areas of operation.	Please confirm how many Onsite resources required during the warranty period.	Please refer corrigendum.

306.	40	Part-IV	End to end Application and DB support	Please confirm End to End Analytics and its related support only not existing systems	This is related proposed solution only.
307.	42	Part-V	The Selected Bidder must provide 2 (Two) years comprehensive on-site warranty after completion of Implementation, 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. The Onsite FM Service for the solution to be provided for the whole contract period i.e. 5 years including implementation & warranty period. Bidder will provide ATS from fourth year onwards (4th Year & 5th Year).	Implementation is 1st year and next 2 years will be warranty period. 4th & 5th year will be ATS. Please confirm	Please refer corrigendum
308.	44	Part-V	the selected implementation vendor is expected to complete implementation of the Analytics framework through at least 10 (Ten) additional analytical / statistical areas identified by the Bank	Please confirm 10 Analytics framework to be prepared and additional 14 areas of mentioned in the tender to be developed.	Please refer corrigendum
309.	44 & 45	Part-V	a) Migration of MIS reports (100-200 Reports) b) Migration of MIS reports (200-300 Reports)	Please confirm how many MIS reports to be migrated whether 100 to 200 or 200 to 300. And also confirm these reports are existing reports or not.	Please refer corrigendum
310.	128, 129	Annexure-XXII	RECOMMENDED HARDWARE SPECIFICATION REQUIRED FOR THE PROPOSED SOLUTION AT DC/DR/UAT/ TEST & DEVELOPMENT.	We would request the Bank to consider a Cloud setup for implementing the solution. Please confirm the acceptance of the request.	Presently existing source servers are on premises. Based on the bank policy Bank is in opinion to implement the solution on premises . However, Solution should have

					capability to migrate on the cloud platform.
311.					
312.	29	1.2	Data size	Can you provide the data structures and statistics for each data source?	Please refer annexure-1
313.	29	1.2	Data cleaning	Is the data cleansed or are there issues with data cleansing and balancing?	No issues to be addressed regarding balancing by the bidder.
314.	18	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.	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.	Clause as per RFP
315.	20	Cancellation Of Tender Process	b. The vendor shall indemnify UCO Bank and keep indemnified against any loss or damage that UCO Bank may sustain on account of any	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	Clause as per RFP

			violation of patents, trademark etc. by the vendor in respect of the products supplied / services offered.	vendor in respect of the products supplied / services offered.	
316.	22	Other Terms and Conditions	d. 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.	d. 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.	Clause as per RFP
317.	31	Other Terms And Conditions	<u>Response of the Bid:</u> The Bidder should comply all the terms and conditions of RFP.	<u>Response of the Bid:</u> The Bidder should comply all the terms and conditions of RFP subject to the mentioned exceptions.	No, Bidder should comply all terms and conditions mentioned in the RFP.
318.	55	Performance Bank Gurantee	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. Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the selected bidder is not able to fulfill any and all conditions specified in the document or is unable to complete the project within the stipulated time. This is independent of the LD (Liquidity Damage) on Delivery and installation	The Performance Bank Guarantee shall act as a security deposit and either in case the prime vendor 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. Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the Prime Vendor is not able to fulfill any or all conditions specified in the document or is unable to complete the project within the stipulated time. This is independent of the LD on Delivery and installation.	Clause stands as per RFP. Bank reserve the right to invoke PBG in case of deviation from RFP and it is independent of the LD.

319.	57	Taxes	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.	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. Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.	Clause as per RFP. No Bank will not paid any additional tax.
320.	57	Taxes	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.	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.	Clause stands as per RFP.
321.	43	Terms of Payment	1 Phase I Completion of Phase I sign a. 40% of Total Application off License Cost b. 30% of Implementation Cost 2 Phase II Completions of Phase II sign a. 30 % of Total Application off. License Cost b. 30% of Implementation Cost 3 Phase III Completions of Phase III sign a. 30 % of Total Application III sign off. License Cost b. 40% of Implementation Cost	We request to change the payment terms to as follows: Application Licence Cost - 90% on Delivery and 10 % on Phase I, Implementation Cost: Phase I - 50%, Phase II - 25% and Phase III - 25%. Other License cost (except Application License Cost) - 100% on Delivery, ATS on Software License cost - Annual in advance, FM Cost will be paid on monthly basis in arrears	Clause stands as per RFP

322.	55	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	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	Clause stands as per RFP..
323.	61	Order Cancellation	I) 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.	I) 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. Provided further that the Vendor shall not be liable to excess cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Purchaser	Clause stands as per RFP.
324.	61	Order Cancellation	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,	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 to cure 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	Clause Stands as per RFP.

			which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled	any reason, the order is cancelled. Provided further that the Vendor shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Purchaser	
325.	61	Order Cancellation	ix) UCO Bank reserves the right to recover any dues payable by the bidder from any amount outstanding to the credit of the bidder, including the bills and /or invoking the Bank Guarantee under this purchase order.	ix) UCO Bank reserves the right to recover any dues payable by the bidder from any amount outstanding to the credit of the bidder, including the bills and /or invoking the Bank Guarantee under this purchase order.	Clause Stands as per RFP.
326.	47	Uptime & Penalty	99.98% and above: No Penalty 99.00% and above but below 99.98 %: 1 % of total cost of monthly payout 98.00% and above but below 99.00 %: 2 % of total cost of monthly pay-out 97% and above but below 98.00 %: 5 % of total cost of monthly pay-out below 97%: 10% of total cost of monthly payout	99.98% and above: No Penalty 99.00% and above but below 99.98 %: 1 .25 % of total cost of monthly payout 98.00% and above but below 99.00 %: 2 .50 % of total cost of monthly pay-out 97% and above but below 98.00 %: 5 1 % of total cost of monthly pay-out below 97%: 10 2.5 % of total cost of monthly payout	Clause Stands as per RFP.
327.	47	Liquidated Damage	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) 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	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) .25% (Point two five percent) 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% 2.5% 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	Clause Stands as per RFP.

			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.	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.	
328.	53	Penalty and Uptime	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 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. However, the overall maximum penalty, if any that can be imposed on Bidder under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value.	Clause stands as per RPF.
329.	53	Penalty and Uptime	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.	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 after giving a notice of 30 days to cure the default or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance. However, the overall maximum penalty, if any that can be imposed on Bidder under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more	Clause Stands as per RFP. Bank will not any notice for cure the default.

				than 3% of monthly invoice value. In case of termination, the Bank shall pay the Bidder for goods delivered and services rendered till the date of termination	
330.	53	Penalty and Uptime	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.	Any direct financial loss to the Bank on account of fraud taking place by due to Successful Bidder, its employee or their services providers" gross negligence shall be recoverable from the Successful Bidder along with damages if any with regard to the Bank"s reputation and goodwill.	Clause Stands as per RFP. Penalty due to financial loss.
331.	53	Penalty and Uptime	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.	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. The overall maximum penalty, if any that can be imposed on the Bidder under this proposal contract shall not exceed 5% of the value of equipment damaged	Clause Stands as per RFP. Penalty will be decided by Bank.
332.	54	Penalties and Service Level Agreement	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. Penalties, if any shall be calculated for every quarter and recovered from the Annual Technical Support/AMC/Facility Management. For calculation of penalty during warranty period, ATS/AMC/Facility Management Cost will be considered which will be deducted	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. Penalties, if any shall be calculated for every quarter and recovered from the Annual Technical Support/AMC/Facility Management. For calculation of penalty during warranty period, ATS/AMC/Facility Management Cost will be considered which will be deducted from the payment being paid towards on-site support facility being availed during warranty period. However, the overall maximum penalty, including Liquidated damages, if any,	Clause Stands as per RFP..

			<p>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.</p>	<p>that can be imposed on Bidder under this proposal contract shall not exceed 3% of the Annualized Contract Value and penalty for a given month should not be more than 3% of monthly invoice value. Wherever applicable as stated above while effecting any payment, deduction towards LD payment will be made. However, LD is capped to 0.25% of contract value corresponding to undelivered quantity, for each week of delay, subject to a max of 2.5% of annualized contract value. Hence the bidder should raise the invoice deducting the penalty amount.</p>	
333.	48	Contract Period	<p>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 execution of Agreement. The performance of the selected bidder shall be reviewed every quarter. Any offer falling short of the contract validity period is liable for rejection.</p>	<p>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 execution of Agreement. The performance of the selected bidder shall be reviewed every quarter. Any offer falling short of the contract validity period is liable for rejection.</p> <p>In the event of termination by bank, the Bidder shall be paid for the:</p> <ul style="list-style-type: none"> a) Goods delivered b) Services rendered c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Contractor's best efforts e) Unrecovered investments shall be paid by customer as per termination schedule till the date of termination. 	<p>Clause Stands as per RFP.</p>
334.	54	Order Cancellation	<p>l) In case the selected bidder fails to deliver the ordered hardware, software, services and FM resources</p>	<p>l) In case the selected bidder fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule,</p>	<p>Clause Stands as per RFP.</p>

			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.	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% 10% of the original quoted cost for such deliverable as per commercial bid.	
335.	54	Order Cancellation	II) 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.	II) 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% 10% 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.	Clause Stands as per RFP.
336.	60	Completeness of 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.	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.	Clause Stands as per RFP.
337.	62	Indemnity	Selected bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from	subject to the Limitation of Liability, Selected bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from third party claim for	Clause Stands as per RFP.

338.			a) an act or omission of the service provider and /or its employees, agents, sub-contractors in performance of the obligations under this RFP; and/or	a) an act or omission of the service provider and /or its employees, agents, sub-contractors in performance of the obligations under this RFP; and/or	Clause Stands as per RFP.
339.			b) material breach of any of the terms of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the service provider under this RFP; and/or,	b) material breach of any of the terms of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the service provider under this RFP; and/or,	Clause Stands as per RFP.
340.			c) Bank's authorized/ bona-fide use of the deliverables and/or the services provided by the service provider under this RFP ; and/or	c) Bank's authorized/ bona-fide use of the deliverables and/or the services provided by the service provider under this RFP leading to intellectual property breach of third party; and/or	Clause Stands as per RFP. No third Party.
341.			Vendor shall further indemnify the Bank against any loss or damage to the Bank premises property, loss of life, solely attributable, due to the acts of the Vendor's employees or representatives. The Vendor shall further indemnify the Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on the Bank for malfunctioning of the equipment or software or deliverables at all points of time, provided however	Vendor shall further indemnify the Bank against any loss or damage to the Bank premises or tangible property, loss of life, solely attributable, due to the acts of the Vendor's employees or representatives. The Vendor shall further indemnify the Bank against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property, and third party claims on the Bank for malfunctioning of the equipment or software or deliverables at all points of time, provided however	Clause Stands as per RFP.
342.			The vendors should indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and	The vendors should indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities directly and solely arising	Clause Stands as per RFP

		<ul style="list-style-type: none"> liabilities arising from: <ul style="list-style-type: none"> •Non-compliance of the vendor with applicable Laws / Governmental Requirements, IP infringement; •Negligence or gross misconduct attributable to the Vendor, its employees, and agents •Breach of any terms of RFP, Representation or Warranty •Act or omission in performance of service. 	<ul style="list-style-type: none"> from: <ul style="list-style-type: none"> •Non-compliance of the vendor with applicable Laws / Governmental Requirements, IP infringement; •gross Negligence or gross misconduct attributable to the Vendor, its employees, and agents •Breach of any terms of RFP, Representation or Warranty •Act or omission in performance of service. 	
343.		i. Vendor's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be as per Limitation of Liability clause at actual and limited to the Total Contract Value.	i. Vendor's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be as per Limitation of Liability clause at actual and limited to the Total Contract Value.	Clause Stands as per RFP
344.		ii.iv. Under no circumstances bank shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if UCO Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.	ii.iv. Under no circumstances Selected bidder shall be liable to the Bank selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if UCO Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.	Clause Stands as per RFP.
345.		Indemnity would be limited to court; tribunal or arbitrator awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would	Indemnity would be limited to court; tribunal or arbitrator awarded damages and shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank	Clause Stands as per RFP

			cover damages, loss or liabilities suffered by the Bank arising out of claims made by its customers and/or regulatory authorities.	arising out of claims made by its customers and/or regulatory authorities.	
346.	65	Exit Option And Contract Re Negotiation	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.	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.	Clause Stands as per RFP
347.	66	Exit Option And Contract Re Negotiation	The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Selected Bidder at more favorable 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 will reserve a right to re-negotiate the price and terms of the entire contract with the Selected Bidder at more favorable terms in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality.	Clause Stands as per RFP
348.	67	Exit Option And Contract Re Negotiation	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	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.	Clause Stands as per RFP

			third parties is functionally similar, so that the Selected Bidder can maintain such equipment.		
349.			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 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.	Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Selected Bidder will be expected to continue the services except when dispute is relating to non-payment of outstanding due . The Bank shall have the sole and absolute discretion but on reasonable ground to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration.	Clause Stands as per RFP
350.			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.	The Bank and the Selected Bidder shall together prepare the Reverse Transition Plan. However, the Bank shall have the sole decision, on reasonable ground , to ascertain whether such Plan has been complied with.	Clause Stands as per RFP
351.	66	Termination	UCO BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving 90 (ninety) days' prior notice inclusive of 30 days cure period in writing and recover damages, costs and expenses etc., incurred by Bank under the following circumstances:	UCO BANK Either party 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: In the event of termination by bank, the Bidder shall be paid for the: a) Goods delivered b) Services rendered c) Work in progress d) Third party orders in pipeline which cannot be cancelled despite Contractor's best efforts	Clause Stands as per RFP

				e) Unrecovered investments shall be paid by customer as per termination schedule till the date of termination.	
352.			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.	a) The selected bidder commits a material breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder	Clause Stands as per RFP
353.			e) The selected bidder fails to complete the assignment as per the time lines	e) The selected bidder fails to complete the multiple consecutive assignment as per the time lines provided such failure is not caused by Bank	Clause Stands as per RFP
354.	67	Termination	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.	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. Provided further that the Bidder shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Purchaser	Clause Stands as per RFP

355.	67	Termination	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.	j) 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.	Clause Stands as per RFP
356.	67	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.	The Bank, without prejudice to any other remedy for breach of Contract, by written notice of 30 days to cure the 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. In case of termination, the Bidder shall be paid for the goods delivered and services rendered till the date of termination	Clause Stands as per RFP
357.	67	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 Bank Either party 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	Clause Stands as per RFP
358.	68	Consequences Of Termination	Nothing herein shall restrict the right of UCO Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to UCO Bank under law or otherwise.	Nothing herein shall restrict the right of UCO Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to UCO Bank under law or otherwise.	Clause Stands as per RFP
359.	68	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	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 initiate	Clause Stands as per RFP.

		<p>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.</p>	<p>exit management and transition (limited to six months from the date of termination and subject to additional cost) 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 commercially reasonable 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.</p>	
360.		<p>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.</p>	<p>Subject to foregoing clause, 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.</p> <p><u>Bank shall pay Selected Bidder the cost of all Services rendered till the time of termination (including the notice period) including work in progress and unamortised cost of lease.</u></p>	<p>Clause stands as per RFP.</p>

				<u>license or other material procured by Selected Bidder to perform the Contract and any other termination charges.</u>	
361.	69	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.	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 limited to the extent necessary to provide Service under the Contract 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 resulting in and against all claims or demands of liability against Bank by third party and all consequences that may occur or arise for any default or arising from failure on its part to conform or comply with the above and all other statutory obligations arising there from.	Clause stands as per RFP
362.			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	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. Subject to clause 24 (Indemnity) and the foregoing clause , However, indemnity would cover damages, loss or liabilities suffered by the bank arising out of claims made by its customers and/or	Clause stands as per RFP

			arising out of claims made by its customers and/or regulatory authorities.	regulatory authorities. <u>Notwithstanding anything contrary in this tender, Indemnity obligation of Selected Vendor towards Bank shall not include any claim arising out of or in connection with breach of personal data, however the claims arises.</u>	
363.	60	Order Cancellation	v. The progress regarding execution of the order accepted, made by the selected bidder is found to be unsatisfactory.	v. The progress regarding execution of the order accepted, made by the selected bidder is found to be unsatisfactory.	Clause Stands as per RFP
364.	60	Order Cancellation	IV. 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.	IV 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. Provided further that the Bidder shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Purchaser	Clause Stands as per RFP
365.	61	Order Cancellation	.II) If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to	II) If the bidder does not perform satisfactorily or delays execution of order, UCO Bank reserves the right to get the balance order	Clause Stands as per RFP

			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.	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. . Provided further that the Bidder shall not be liable to Excess Cost in excess of (ten) 10 percent of the price of undelivered goods or services for which such option is exercised by the Purchaser.	
366.	72	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.	i. For breach of any obligation mentioned in this document, subject to point no. iii, in no event selected bidder's total aggregate liability shall be liable for damages to the Bank arising under or in connection with this agreement shall exceed for an amount exceeding amounts paid by Bank to Selected Bidder under the relevant purchase order in the six months preceding the date a claim first arose. the total project cost/contract value.	Clause Stands as per RFP
367.			Clause to be added	Notwithstanding anything contained in this Contract, Service provider's maximum aggregate liability under this Contract arising from any breach or loss of Personal Data shall not exceed the liability cap agreed under this clause.	Not accepted.
368.			Clause to be added	IN NO EVENT SHALL EITHER PARTY BE LIABLE TO OTHER PARTY OR TO ANY OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOST PROFITS OR LOSS OF BUSINESS, HOWEVER CAUSED AND UNDER ANY THEORY OF LIABILITY, WHETHER BASED IN CONTRACT,	Not accepted.

				TORT (INCLUDING NEGLIGENCE) OR OTHER THEORY OF LIABILITY, REGARDLESS OF WHETHER BANK WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.	
369.			Clause to be added	Both parties will in all circumstances use their best endeavours to mitigate any losses which are said to arise by reason of the breach, negligence or other default on the part of the other party.	Not accepted.
370.			Clause to be added	Notwithstanding anything to the contrary contained in the Contract, in the event of a default by Bank(including its Affiliates) or by any other supplier contributing to any loss or damage, the liability of Selected Bidder shall be reduced to the extent related to Bank (including its Affiliates) or by any other supplier's act or omission.	Not accepted
371.	72	Limitation Of Liability	<p>iii. The limitations set forth in point no. 1 shall not apply with respect to:</p> <p>a) claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.</p> <p>b) damages occasioned by the gross negligence or willful misconduct of Service Provider.</p> <p>c) damages occasioned by Service Provider for breach of confidentiality obligations.</p> <p>d) Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the project.</p>	<p>iii. The limitations set forth in point no. 1 shall not apply with respect to:</p> <p>a) claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.</p> <p>b) damages occasioned by the gross negligence or willful misconduct of Service Provider.</p> <p>c) damages occasioned by Service Provider for breach of confidentiality obligations excluding personal information.</p> <p>d) Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the project.</p> <p>Notwithstanding anything contained herein, neither Party shall be liable for any indirect, punitive, consequential or incidental loss,</p>	Clause stands as per RFP.

				<p>damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through Wipro) that may arise out of or result from this Agreement. The aggregate liability of Wipro, under this Agreement, shall not exceed the fees (excluding reimbursements) received by it under this contract during the six months preceding the date of first claim</p> <p>Both parties will in all circumstances use their best endeavours to mitigate any losses which are said to arise by reason of the breach, negligence or other default on the part of the other party.</p> <p>Notwithstanding anything to the contrary contained in the Contract, in the event of a default by Bank(including its Affiliates) or by any other supplier contributing to any loss or damage, the liability of Selected Bidder shall be reduced to the extent related to Bank (including its Affiliates) or by any other supplier's act or omission.</p>	
372.	82	Tender Offer Forwarding Letter	We agree to abide by the terms and conditions of this tender offer till 180 days from the date of eligibility / technical bid opening and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 days.	We agree to abide by the terms and conditions of this tender offer till 180 30 days from the date of eligibility / technical bid opening and our offer shall remain binding upon us which may be accepted by the Bank any time before expiry of 180 30 days.	Clause Stands as per RFP
373.	141		d. We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.	d. We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction <u>that materially affects our ability to perform under the contract to entered into.</u>	Clause stands as per RPF.

374.	159	NON-DISCLOSURE AGREEMENT	As per RFP	<u>Notwithstanding anything to the contrary, to the extent the Bidder shares any confidential information with the Bank (including contents disclosed at the time of bid submission), the provisions of this RFP shall apply mutatis mutandis to the Bank.</u>	Clause Stands as per RFP
375.		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.	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.	Clause Stands as per RFP
376.			Clause not present in RFP	Service Provider undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Customer wants the Service Provider to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Customer will support Service provider with change request for additional cost incurred by Service Provider for complying to new minimum wages. Service provider will not ask for Change request for any changes that is within 8% increase year on year from the State minimum wages as on the date of contract sign off.	Refer Annexure- XVIII of the RFP.

377.		Variance in Minimum Wages	Clause not present in RFP	Customer hereby agrees to make the site ready as per the agreed specifications, within the agreed timelines. Customer agrees that Wipro shall not be in any manner be liable for any delay arising out of Customer's failure to make the site ready within the stipulated period, including but not limited to levy of liquidated damages for any delay in performance of Services under the terms of this Agreement. In case the SITE is not ready for a continuous period of 30 days, milestone payment related to installation will be released to vendor based on the SNR report, also if there is any additional warranty cost due to continuous site not readiness for 30 days, same will be borne by the customer	Refer Annexure- XVIII of the RFP.
378.		SNR	Clause not present in RFP	Since Wipro is acting as a reseller of completed products, Wipro shall "pass-through" any and all warranties and indemnities received from the manufacturer or licensor of the products and, to the extent, granted by such manufacturer or licensor, the Customer shall be the beneficiary of such manufacturer's or licensor's warranties and indemnities. Further, it is clarified that Wipro shall not provide any additional warranties and indemnities with respect such products.	Product supplied to the Bank through Wipro via OEM, it is responsibility of the Wipro to give warranty of every product.
379.		Pass Through Warrantmy	Clause not present in RFP	"It is agreed that the price quoted is arrived at based on the exchange rate of 1 USD = INR ____ ("Base Exchange Rate"). In the event the Base Exchange Rate either increases or decreases by percentage points greater than two per cent [2%], the prices shall be charged as per the then current exchange rate."	Not admissible

380.		ERV	Clause not present in RFP	The risk, title and ownership of the products shall be transferred to the customer upon delivery of such products to the customer	Not accepted.
381.		Risk and Title	Clause not present in RFP	Customer acknowledges that personnel to be provided by Wipro represent a significant investment in recruitment and training, the loss of which would be detrimental to Wipro's business. In consideration of the foregoing, Customer agrees that for the term of this Agreement and for a period of one year thereafter, Customer will not directly or indirectly, recruit, hire, employ, engage, or discuss employment with any Wipro employee, or induce any such individual to leave the employ of Wipro. For purposes of this clause, a Wipro employee means any employee or person who has who has been involved in providing services under this Agreement.	Not accepted.
382.		Non Hire Clause	Clause not present in RFP	Any increase or decrease in the rates of the applicable taxes, duties or any new levy on account of changes in law shall be to the account of Customer.	Not accepted.
383.		Tax	Clause not present in RFP	Wipro's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Wipro performance is effected , delayed or causes non-performance due to Customer's omissions or actions whatsoever.	Clause stands as per RFP
384.		Saving Clause	Clause not present in RFP	Services and/or deliverables shall be deemed to be fully and finally accepted by Customer in the event when Customer has not submitted its acceptance or rejection response in writing to Wipro within 15 days from the date of installation/commissioning or when Customer uses the Deliverable in its business, whichever	Clause stands as per RFP

				occurs earlier. Parties agree that Wipro shall have 15 days time to correct in case of any rejection by Customer.	
385.		Deemed Acceptance	Clause not present in RFP	Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Work/Purchase Order. Wipro will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, Wipro shall not be bound to perform any additional services.	Clause stands as per RFP
386.		Change Order	Clause not present in RFP	Successful Bidder may terminate the Agreement upon written notice to the Customer in the event that the Customer commits a material breach of the Agreement or Statement of Work, including non-payment of fees and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty (30) days after receipt of notice.	Clause stands as per RFP
387.		Termination by Bidder	Clause not present in RFP	All the payments to be made within 30 days of submission of invoice	Clause stands as per RFP
388.		Credit Period for Payment	Clause not present in RFP	Notwithstanding anything contained elsewhere, the Request for Proposal and/or contract signed between the Customer and the successful bidder ("Contract") shall specify the document to be issued by the Customer for procuring the deliverables ("Procuring Document"). Such Procuring Document shall – (a) Be solely governed by the terms and conditions of the Contract (b) Make an express reference to the Contract	As per Payment terms mentioned in the RFP.

				It is also clarified that no pre-printed terms and conditions mentioned in the Procuring Document shall apply to the successful bidder.	
389.	Reference documents	Clause not present in RFP		NOTWITHSTANDING ANYTHING ELSE CONTAINED IN THIS AGREEMENT, BIDDER EXCLUDES AND DISCLAIMS ALL WARRANTIES, CONDITIONS OR STATEMENTS, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR THAT DELIVERABLES WILL BE ERROR-FREE	Clause stands as per RFP
390.	Disclaimer	Clause not present in RFP		Bank shall indemnify from and against any third party claims for infringement of intellectual property rights arising out of Selected Bidder's use or possession of materials, software, tools, application or documentation provided by Bank.	Clause stands as per RFP
391.	Counter IP indemnity	Clause not present in RFP		Bidder shall not have any liability to the Bank under this Section to the extent that any infringement or claim thereof is attributable to: (1) the combination, operation or use of a Deliverable with equipment or software supplied by the Bank where the Deliverable would not itself be infringing; (2) compliance with designs, specifications or instructions provided by the Bank (3) use of a Deliverable in an application or environment for which it was not designed or contemplated under this Agreement; or (4) modifications of a Deliverable by anyone other than Bidder where the unmodified version of the Deliverable would not have been infringing. Bidder will completely satisfy its obligations hereunder if, after receiving notice of a claim,	Clause stands as per RFP

				Bidder obtains for the Bank the right to continue using such Deliverables as provided without infringement, or replace or modify such Deliverables so that they become non-infringing.	
392.		Exceptions to Indemnity	Clause not present in RFP	Notwithstanding anything to the contrary, no intellectual property rights of any nature shall be transferred from one party to the other in the course of performing any obligations or otherwise under this agreement. For the avoidance of doubt, Bidder may use certain tools, processes or methodologies of its own in performing the Services. Ownership of all intellectual property rights and any other rights in these shall vest with Bidder, and no rights shall be deemed to have accrued to the Bank.	Clause stands as per RFP
393.		Intellectual Protection	Clause not present in RFP	<p>Notwithstanding anything contained in this RFP:</p> <p>a) Excluding a regulatory/statutory requirement, if any, nothing in this Agreement shall be construed or interpreted as requiring Bidder to provide to Customer access to or right to inspect, examine, audit and take copies of any fees, price, cost or any other financial information or any records or documents relating to the make-up of the Bidder's internal overhead calculations, their relationship to the fees, any financial cost model, calculation of fees or to the Bidder's profitability or other such financial data.</p> <p>b) All audit, barring those required under a regulatory or statutory requirement, may be done only on an annual basis and subject to a notice period of 20 days.</p>	Clause stands as per RFP

394.	29	Data Discovery, Extraction, Preparation and Loading	Consolidation of data from various source systems	<p>Please help us with the number of source tables for the following source systems which have been mentioned:</p> <p>Domestic and Overseas CBS (Finacle 7x upgraded to Finacle 10X),</p> <ul style="list-style-type: none"> ü Treasury, ü Internet Banking , ü Mobile Banking/ M-Wallet/UPI ü ATM Switch , ü GBM , ü LOS , ü Financial Inclusion , ü HRMS ü Biometric ü Finance Central Office etc. 	Clause stands as per RFP
395.	29	Data Discovery, Extraction, Preparation and Loading	Consolidation of data from various source systems	<p>Please help us with the details of the overall size of the historical data (in TB) which has to be consolidated/loaded in the Datawarehouse from all the source systems including the ones mentioned below:</p> <p>Domestic and Overseas CBS (Finacle 7x upgraded to Finacle 10X),</p> <ul style="list-style-type: none"> ü Treasury, ü Internet Banking , ü Mobile Banking/ M-Wallet/UPI ü ATM Switch , ü GBM , ü LOS , ü Financial Inclusion , ü HRMS ü Biometric ü Finance Central Office etc. 	You have to upload all transaction data in the Data warehouse, For approx. size Please refer corrigendum.

396.	30	1.2.1 Data Quality and Master Data Management	The Bidder should focus on below aspects of data – v Completeness v Consistency v Timeliness v Accuracy	Do you have a set of DQ rules which need to be there as a part of Data Quality	We have no DQ rule but Selected Bidder should focus on Data Quality and Master Data Management.
397.	31	1.2.2 Data Engines - Big Data:	Big Data would be used for capturing, storing, archiving, and refining semi-structured and unstructured data.	What is the overall size of unstructured data which has to be ingested in the data lake? Also what is the % of structured vs unstructured data as a part of the overall historical data volume.	There is no actual percentage of semi-structured and unstructured data but you to migrate all semi-structured and unstructured data.
398.	31	1.2.2 Data Engines - Operational Data Store	Operational Data Store	What is the overall size of the historical data , within operational data to be migrated to the new ODS?	Clause stands as per RFP
399.	25	Evaluation Criterion	Data Analytics Implementation Experience: Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be a scheduled commercial bank within India.	We request you to kindly allow the Implementation experiences for Global Clients as well for Evaluation criterion, in addition to the India based implementations	Clause stands as per RFP
400.	33	1.4.1.1 Analytical Customer Relationship Management - Customer Profitability	The Bidder needs to build dashboards to analyze profitability from different viewpoints.	Please provide information on the number of dashboards to be developed for Customer profitability. Also kindly provide a breakup of simple, medium and complex dashboards.	Already mentioned in the RFP.
401.	34	1.6 Executive Dashboard	Number of Dashboards	We understand that we need to develop 4 complex dashboards as a part of Executive Dashboard development, as the ones mentioned in the RFP. Please confirm.	As per RFP.

402.	38	1.9.4 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.	Please specify an approximate number for the following: a. Ad-hoc reports b. dashboards c. Tabular Reports	No limit. You have to develop as per requirement,
403.	40	Onsite Support - Resources:	It is mandatory for the bidder to provide dedicated onsite resources required for 8.00 am to 8.00 pm schedule	You have mentioned a 12 hour schedule for Support Resources. Will the support be in 2 shifts (12 hour each) as a part of 24 hour support? Please clarify.	Onsite support required from 8.00 am to 8.00 pm. It depends upon selected Bidder to arrange it.
404.			Proposed Technology Stack	Do you have any preferred platform/product in mind for this project?	NO
405.	31	Section 1.2.2. b	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.	Kindly mention the sources from where semi-structured and unstructured data would be loaded into the Big Data repository	Unstructured and semi structured data sources are limited. Indicative source may be email, chatbot, Phone banking ,social media sites etc.
406.	32	Section 1.2.2. c	The data from various data sources can be sourced, integrated on a near real time / right time frequency for operationalization	Should this sentence be read as: The data from various data sources can be sourced, integrated on a near real time / real time frequency for operationalization.	Sentence be read as: The data from various data sources can be sourced, integrated on a near real time / real time frequency for operationalization.
407.	41	Section 3	Data Encryption/Protection requirement of the Bank	Other than Data Encrytion, please mention other data security capabilities that the proposed solution should have	Bank's critical transactional data transmission security to be handled as per latest technology.


408.	93	Annexure - VII Point No: 39	The solution needs to integrate with LDAP and/or Active Directory to tie into corporate user management.	Kindly mention the existing LDAP used by UCO Bank with which the proposed solution should integrate	Bank is using the active directory. The details will be shared with the successful bidder.
409.	92	Annexure - VII Point No: 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.	The capability of sharing information and interacting via discussion threads and chat pertains to content management solution. Kindly clarify whether a content management solution should be proposed along with the analytics solution	Clause stands as per RFP
410.	94	Annexure - VII Point No: 45	The solution must have the capability to point out issues within the data.	Normally; issues within the data pertains to issues with data profiling. In addition; please elaborate what other specific issues within the data that the proposed solution needs to pinpoint	Data disruption, data duplication, data manipulation, Data Integrity etc. to be checked by the solution which should be automated
411.	95	Annexure - VII Point No: 54	The solution should handle increasing volumes of data and growing numbers of users for performing analytics without drop in performance atleast upto a business growth rate of 20% / year for 3 years.	Kindly specify the initial Data Volume, number of Concurrent Database Users during the peak period and number of concurrent reporting users during the peak period for proper sizing of the solution	Please refer Annexure-1
412.	128	Annexure-XXII	Hardware Specification	Kindly specify the Recovery Rime Objective (RTO) and Recovery Point Objective (RPO) requirements for the proposed solution	Please refer Annexure-1
413.	31	Section 1.2.2. b	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.	Kindly mention the sources from where semi-structured and unstructured data would be loaded into the Big Data repository	Please refer Annexure-1

414.			To be added.	The Data Warehouse shall have Machine Learning features like In-database algorithms, No data movement, Automatic Data Preparation, Easy model development & deployment, High performance and security, Machine Learning Notebooks, Machine Learning for SQL, Machine Learning for R, Data Miner & Machine Learning for Spark.	Clause stands as per RFP
415.			To be added.	The Data Warehouse shall use machine learning to automate database tuning, security, backups, updates, and other routine management tasks traditionally performed by DBAs.	Clause stands as per RFP
416.			To be added.	The Data Warehouse shall have integrated monitoring, management, and analytics capabilities that leverage machine learning and AI techniques to support OLTP & Analytics workload with 50+ graph algorithms.	Clause stands as per RFP
417.			To be added.	The Data Warehouse shall have security features like Transparent data encryption, Encryption key management, Privileged user and multifactor access control, Data classification and discovery, Database activity monitoring and blocking, Consolidated auditing and reporting, Data masking & Data redaction.	Clause stands as per RFP
418.			To be added.	The Data Warehouse shall have a low-code development platform that would be helpful to build scalable, secure enterprise apps that can be deployed anywhere. Using this low-code development platform the developers will be quickly able to develop and deploy compelling apps that solve real problems.	Clause mentioned in Scope of work in RFP. Technology of the solution may differ. Bank is not stringent to any technology.
419.	29	The objective of the exercise is to	To be modified.	The objective of the exercise is to engage a vendor for supply, installation, implementation, post-implementation operations and support of	Presently existing source servers are on premises. Based on

		engage a vendor for supply, installation, implementation, post-implementation onsite operations and support of end to end data analytics and business insights solution (On bank Premise Implementation) in UCO Bank		end to end data analytics and business insights solution (On bank Premise / Cloud Implementation) for UCO Bank.	the bank policy Bank is in opinion to implement the solution on premises . However, Solution should have capability to migrate on the cloud platform.
420.	29	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	To be modified.	The selected bidder has to provide the Perpetual / Subscription based 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.	Clause stands as per RFP



		the UCO Bank Team.			
421.	30	Data Discovery, Extraction, Preparation and Loading Domestic and Overseas CBS (Finacle 7x upgraded to Finacle 10X),Treasury, Internet Banking , Mobile Banking/ M-Wallet/UPI, ATM Switch ,GBM ,LOS ,Financial Inclusion ,HRMS, Biometric, Finance Central Office etc.	Clarification needed.	What are the current data volumes, YoY Growth %, OS name & version, DB name & version in GB for each of the mentioned source systems?	Please refer annexure-1
422.	30	Data Discovery, Extraction, Preparation and Loading Capability to work with Big	Clarification needed.	This functionality is desired in the proposed solution. We want to understand how this is currently being done? Please elaborate the entire process in a stepwise manner.	Bank does not have such solution as on date. Bank proposed procurement of such solution for data analytics.

		data, unstructured data sources viz. social media, call center data etc.			
423.	32	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 a near real time / right time frequency for operationaliz	Clarification needed.	 <p>How much of data is expected to be retained in ODS ? Is there any requirement to hold any historical data?</p>	Historical data to be retained in DW and any predictive analysis has to be done on historical data as well as current data.

		ation.			
424.	29	Data Discovery, Extraction, Preparation and Loading	Clarification needed.	For each of the source systems mentioned the following information is required: What is the expected frequency of these batch loads? Are these uploads for EOD operations or much frequently? Are there requirements to uploads the feeds from these sources on a near-real or real time basis ? What are the ETL tools currently being used for data integration needs in UCO?	EOD data to be replicated daily. Bank does not have any ETL for data analytics solution.
425.	33	Analytical Customer Relationship Management	Clarification needed.	What is the name of the current CRM application? Please mention how Lead Management, Customer Segmentation, Campaign Management etc is being done in this system today.	No such application is being used by bank currently.
426.	37	Executive Dashboard	Clarification needed.	What is total user population for the reporting / MIS needs? What is total user concurrency (%) expected? % User executing BI dashboards (having 4/5 reports or charts in a dashboard) % User executing large Pivot table operations (25000+ rows) % User performing (5000+ rows) export to pdf/XL operations % User viewing published report report online % Users primarily accessing data visualization (self-service analytics) How many environments are set up for BI Reporting / MIS needs ? (e.g. Dev, Test, UAT, Pre-Production, Production) Is there a High availability set up for BI ?	Please refer annexure-1

				<p>What are the configuration details of DR set up if any?</p> <p>Would there be a need for standalone published reporting servers ? if so can you please detail out the published reporting needs ?</p> <p>Are there any throughput Requirement (pdf pages/sec) for large, medium & small batch reports?</p> <p>Peak published report (pixel perfect report) large batch report per hour (100K rows and above)</p> <p>Peak BIP large Bursting (pixel perfect report) report per hour (50K output of pdfs)</p>	
427.	128	RECOMMENDED HARDWARE SPECIFICATION REQUIRED FOR THE PROPOSED SOLUTION AT DC/DR/UAT/ TEST & DEVELOPMENT.	To be modified.	<p>RECOMMENDED HARDWARE SPECIFICATION REQUIRED FOR THE PROPOSED SOLUTION AT DC/DR/UAT/ TEST & DEVELOPMENT to be provided only for the On-prem solution. For Cloud based solution, these details can be provided at a high level.</p>	<p>Presently existing source servers are on premises. Based on the bank policy Bank is in opinion to implement the solution on premises . However, Solution should have capability to migrate on the cloud platform.</p>
428.	130	SELF DECLARATION – SIZING OF HARDWARE	Clarification needed.	<p>We understand that this declaration shall be provided by the SI/Bidder for either On-prem or Cloud based solutions.</p>	<p>Presently existing source servers are on premises. Based on the bank policy Bank is in opinion to implement the solution on premises . However, Solution should have capability to migrate</p>

					on the cloud platform.
429.			Clarification needed.	What is the expected no. of users to perform Data Science / AI / ML roles?	Please refer annexure-1
430.			Clarification needed.	Currently how is Data Science / AI / ML capability being handled (if any)?	Currently bank is not using such specific solution.
431.			Clarification needed.	Common Requirements	Query not clear
432.			Clarification needed.	No of Environments Required (E.g. DEVT, UAT, PROD, DR)	Requirement stand as per RFP
433.			Clarification needed.	DEV capacity as % of PROD capacity	Please refer annexure-1
434.			Clarification needed.	UAT capacity as % of PROD capacity	Please refer annexure-1
435.			Clarification needed.	DR capacity as % of PROD capacity (best practice is to have DR capacity same as PROD capacity)	Please refer annexure-1
436.			Clarification needed.	YoY Data Growth	Please refer annexure-1
437.			Clarification needed.	Sizing inputs for Reporting Solution	Please refer annexure-1
438.			Clarification needed.	Total Users	Please refer annexure-1
439.			Clarification needed.	Total Concurrent Active Users	Please refer annexure-1
440.			Clarification needed.	% Users primarily accessing Dashboards	Please refer annexure-1
441.			Clarification needed.	% Users primarily performing exploratory analysis (Pivot, Trellis or DV Mashup)	Please refer annexure-1

442.			Clarification needed.	% User viewing published report report online	Please refer annexure-1
443.			Clarification needed.	% Users primarily accessing data visualization (self-service analytics)	Please refer annexure-1
444.			Clarification needed.	Peak published report (pixel perfect report) large batch report per hour (100K rows and above)	Will be shared with successful bidder
445.			Clarification needed.	Peak BIP large Bursting (pixel perfect report) report per hour (50K output of pdfs)	Please refer annexure-1
446.			Clarification needed.	Sizing inputs for Data Integration (ETL/ELT)	Will be discussed with successful bidder
447.			Clarification needed.	Daily data to be processed (in GB)	Will be discussed with successful bidder
448.			Clarification needed.	Processing window (in Hours)	Will be discussed with successful bidder
449.			Clarification needed.	Avg number of ETL/ELT jobs and mappings	Will be discussed with successful bidder
450.			Clarification needed.	Expected amount of data transfer across Source and Target (Size, Record count)	Will be discussed with successful bidder
451.			Clarification needed.	Number of sources	Please refer RFP (scope of Work)
452.			Clarification needed.	Nature of data - Structured/ RDBMS / Simple Flat files, Complex files , Unstructured	Please Refer Annexure-1
453.			Clarification needed.	Nature of transformations required - simple , medium , complex	Please refer RFP (scope of Work)
454.			Clarification needed.	Breakdown of expected mappings count (Ball Park)	Please refer RFP (scope of Work)
455.			Clarification needed.	Number of Summarized Tables	Will be shared with successful bidder

456.			Clarification needed.	Number of Dimensional modelling - SCD1 / SCD2 / SCD3/ SCD6 / Facts	Will be discussed with successful bidder
457.			Clarification needed.	Sizing inputs for Database System	Will be discussed with successful bidder
458.			Clarification needed.	User Data Volume - Structured (in TB)	Will be discussed with successful bidder
459.			Clarification needed.	User Data Volume to be stored online on Data warehouse's Native Storage (Hot Storage) (in TB)	Refer Annexure-1
460.			Clarification needed.	Data warehouse must have local storage	Refer Annexure-1
461.			Clarification needed.	ODS Data Volume for 6 months (in TB)	Refer Annexure-1
462.			Clarification needed.	Data Volume for aggregates, materialized views and staging tables (35% of user data volume online) - Data marts	Clause stand as per RFP
463.			Clarification needed.	DQ Data Volume for 6 months (in TB)	Refer Annexure-1
464.			Clarification needed.	% Additional Volume Required for ETL Repository	Will be shared with successful bidder
465.			Clarification needed.	Number of daily backup to be maintained (E.g. 30-40 days)	Will be shared with successful bidder
466.			Clarification needed.	Number of monthly backups to be maintained (E.g. 12)	Will be shared with successful bidder
467.			Clarification needed.	Number of yearly backups to be maintained (E.g.5)	Will be shared with successful bidder
468.			Clarification needed.	Number of Reporting Users (at DB level and not at reporting layer)	Will be shared with successful bidder
469.			Clarification needed.	Number of Power Analysts (E.g. typically not more than 5 in enterprise)	Will be shared with successful bidder

470.			Clarification needed.	RTO for DR (E.g. 5 minutes)	Refer Annexure-1
471.			Clarification needed.	RPO for DR (E.g. 10 minutes)	Refer Annexure-1
472.			Clarification needed.	% Additional Volume Required for ETL Repository	Refer Annexure-1
473.			Clarification needed.	Sizing inputs for Object Storage	Refer Annexure-1
474.			Clarification needed.	Staging Area (in TB)	Will be shared with successful bidder
475.			Clarification needed.	Retention Required for Staging Area (in Months)	Will be shared with successful bidder
476.			Clarification needed.	Retention Required for Archive Area (in TB) (E.g. 5 years)	Will be discussed with successful bidder
477.			Clarification needed.	Sizing inputs for Identity & Access Management	Will be discussed with successful bidder
478.			Clarification needed.	Number of identities to be managed (Enterprise User)	Will be shared with successful bidder
479.			Clarification needed.	Number of applications requiring SSO	Will be shared with successful bidder
480.			Clarification needed.	Number of users requiring MFA	Will be shared with successful bidder
481.			Clarification needed.	Sizing inputs for Database Activity Monitoring	Will be discussed with successful bidder
482.			Clarification needed.	Ability to process audit records per month (E.g. typical value will be 3-5 million per database)	Will be shared with successful bidder
483.			Clarification needed.	Sizing inputs for Metadata Management	Will be shared with successful bidder

484.			Clarification needed.	Catalog data from Object Storage, Datawarehouse	Will be shared with successful bidder
485.			Clarification needed.	Sizing inputs for Network Connectivity	Will be shared with successful bidder
486.			Clarification needed.	Number of IPsec VPN connections	Will be shared with successful bidder
487.			Clarification needed.	Will the solution be using the existing Fastconnect?	Will be shared with successful bidder
488.			Clarification needed.	Number of Dedicated/Private connections	Will be discussed with successful bidder
489.			Clarification needed.	Data Transfer Over Dedicated/Private connections (in TB / Month)	NO
490.			Clarification needed.	Port Requirements for Dedicated/Private connections (E.g. 1GBps upto 10GBps)	Will be shared with successful bidder
491.			Clarification needed.	Baseline for Machine Learning Developers (Data Scientists)	Will be shared with successful bidder
492.			Clarification needed.	Number of notebook environments	Will be discussed with successful bidder
493.		200034106, 211450415 204361876	Clarification needed.	Notebook environment size (E.g. baseline is 16 physical cores, 240 GB RAM)	Will be shared with successful bidder
494.			General	What are the business drivers to implement the enterprise data management solution and what will be the success criteria?	Will be shared with successful bidder
495.			General	Can you please give some examples of existing data quality issues for key entities like customer and account.	Will be shared with successful bidder
496.			Data Source	Considering various segments of banking like Retail/Net Banking,Overseas,Treasury,Debit/Credit Cards, what are the different source systems that we	Will be discussed with successful bidder

				need to incorporate in the expected solution E.g like CRM,ERP,CBS or Inhouse Application etc.	
497.			Data Source	What is current Data size?	Will be shared with successful bidder
498.			Data Source	What is the expected Avg Data Growth Year on year with respect to Source System ?	Please refer scope of work of RFP. Solution should capable of integrating n number of application in future.
499.			Data Management	What are the various channels where you want to query structured or unstructured data directly, irrespective of the functional or non - functional user.	Please refer annexure-1
500.			Data Management	What are the downstream applications where data need to be pushed from the datawarehouse or data lake repository?	Please refer annexure-1
501.			Infrastructure	Is the Expected Solution to be deployed on Cloud or on-prem or Hybrid?	Presently existing source servers are on premises. Based on the bank policy Bank is in opinion to implement the solution on premises . However, Solution should have capability to migrate on the cloud platform.
502.			Infrastructure	Do you need Disaster Recovery or High Availability for the proposed solution?	Please refer scope of work mentioned in RFP
503.			Infrastructure	If yes, what will be your Recovery Time Objective and Recovery point Objective in disaster recovery?	RPO- 30 minutes RTO- 90 minutes

504.			Compliance	What are the possible scenerios which need to be taken care of from a data governance perspective i.e User defined Data level Polices for security and access Management etc	Disaster Recovery
505.			AI/ML	What number of historical years data available for analysis and model building?	Please refer annexure-1
506.			Data Visualization	Can you please provide complexity wise split of the dashboards? 1. High % 2. Medium % 3. Low %	Will be shared with successful bidder
507.			Data Visualization	Which Business Area would the end user be from, who would be accessing dashboards ?	The dashboard will be accessed by the Bank users.
508.			Data Visualization	What would be total number of users and what would be percentage of concurrent Users? What would be percentage growth of users for visualization Year on year for next 5 years ?	Please refer annexure-1
509.			Data Visualization	Is there any rule based reporting format such as XBRL which you follow as a bank, to submit reports to regulatory bodies like RBI etc.	Will be shared with successful bidder.
510.			Eligibility Criteria 4	If the bidder has implemented solution @scheduled bank of less then 200000 lac crore turnover, will Bidder Bid be considered	Please refer annexure-1
511.			Generic	Is Consortium bid permitted ?	Please refer corrigendum
512.			Generic	RFP does not mention any technology stack and vendors are expected to propose their own stack. In such a scenario, how would vendor A be compared to vendor B if they have proposed different technology stacks	Clause stands as per RFP.
513.			Payment Terms	It is requested that 100% of the License cost should be paid at the time of delivery.	Single OEM solution should proposed,

514.			Generic	Will Subscription licenses be considered in the place of Perputal Licenses.	Functionality of the solution should be available as per RFP Scope.
515.	16	13	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.	<p>Bidder suggests the section be modified as under;</p> <p>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 unless 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.</p>	Please refer payment schedule mentioned in RFP.
516.	17	17 (b)	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.	<p>Bidder suggests the section be modified as under;</p> <p>b. Subject to section 21 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.</p>	Clause stands as per RFP

517.	18	18	“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”.	Bidder suggests the section be deleted;	Clause stands as per RFP
518.	23	31 (f)	f. 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.	Bidder suggests the section be modified as under; f. The bidder is solely responsible for any legal obligation related to licenses during contract period for the solution proposed.	Clause stands as per RFP
519.	24	32	“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 – XI for strict compliance”.	Bidder suggests the section be modified as under; “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.. 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 – XI for strict compliance”.	Clause stands as per RFP
520.	33	1.4.1.1	<input type="checkbox"/> Integration with Analytics Platform, Marketing Performance Tracking, Feedback Analysis, turnaround time (TAT) driven request processing,	Bidder suggests the section be modified as under; <input type="checkbox"/> Integration with existing Analytics Platform,	Clause stands as per RFP

			Marketing return of investment (ROI) Analysis, Roles for user access etc.	Marketing Performance Tracking, Feedback Analysis, turnaround time (TAT) driven request processing, Marketing return of investment (ROI) Analysis, Roles for user access etc.	
521.	41	3	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:	Bidder suggests the section be modified as under; The vendor has to comply with the IT (Information Technology) / IS (Information Security) policy of the bank, provided to Bidder in writing, 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:	Clause stands as per RFP
522.	42	Part V 4	Warranty/AMC &ATS	Bidder suggests below section be added; BIDDER shall have no liability in the case of breach of the above warranties due to (i) use of the deliverables on any environment (hardware or software) other than the environment recommended or approved by BIDDER, (ii) the combination, operation, or use of some or all of the deliverables with information, software, specifications, instructions, data, or materials not approved by BIDDER; (iii) the deliverables having been tampered with, altered or modified by Bank without the written permission of BIDDER or (iv) use of the deliverables otherwise than in terms of the relevant documentation. In case of breach of this warranty, Bank's exclusive remedy will be to obtain at the option BIDDER (1) the re-performance of the service or the correction or replacement of the affected deliverable that provides substantially similar functionality or (2) if both parties mutually determines that such remedies are not	Clause stands as per RFP

				<p>practicable, a refund of the project fees allocable to that portion of the deliverable will be due to Bank if already paid by Bank.</p> <p>THE WARRANTIES PROVIDED HEREIN ABOVE BY BIDDER ARE IN LIEU OF ALL OTHER WARRANTIES, BOTH EXPRESS AND IMPLIED, AND ALL OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION THAT OF MERCHANTABILITY OR FITNESS FOR INTENDED PURPOSE IS SPECIFICALLY DISCLAIMED BY BIDDER.</p> <p>Notwithstanding anything contained in this Agreement, with respect to any third party software or component including equipments (irrespective of whether procured by BIDDER or by Bank), the warranties, representations, indemnities and other license terms and conditions provided by the concerned third party will apply.</p>	
523.	42	5	<p>Payment Terms</p> <p>a. There will be no advance payments. There will be no interest on late payment.</p>	<p>Bidder suggests the section be modified as under;</p> <p>a. There will be no advance payments.</p> <p>All invoices shall become due for payment within thirty days of their presentation. Any invoice remaining unpaid after the aforesaid period of thirty days shall be treated as debt owed by Bank to BIDDER and BIDDER shall be entitled to recover it as a debt as aforesaid, with an interest of 2% per month for every month of default, from Bank calculated from the date the</p>	<p>Clause stands as per RFP</p>

				<p>payment became due until it is realised in full with interest.</p> <p>Without prejudice to the other rights available, BIDDER also reserves the right to withhold the provision of services till such time all the payments due to it under this Agreement have been made by the Bank and any such withholding by BIDDER shall not be treated as breach by it of the provisions of this Agreement.</p> <p>The rates payable by Bank to BIDDER under this Agreement is exclusive of GST and, cess, duty or any other levy (excluding any income tax) by whatsoever name called.</p>	
524.	46	7	<p>Uptime & Penalty</p> <p>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.</p> <p>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</p>	<p>Bidder suggests the section be modified as under;</p> <p>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, equal to the value of the affected goods and services as deemed reasonable as Penalty / Liquidated Damage for non-performance.</p>	<p>Clause stands as per RFP</p>

			Successful Bidder along with damages if any with regard to the Bank"s reputation and goodwill.		
525.	47	7	<p>Penalties & Service Level Agreement</p> <p>The bidder shall guarantee 99.98% uptime. The Bidder shall be liable for penalties for uptime maintained below 99.98% in a month. Penalties for downtime of the application will be as per below mentioned table:</p> <p>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.</p> <p>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</p>	<p>Penalties & Service Level Agreement</p> <p>The bidder shall ensure 99.98% uptime. The Bidder shall be liable for penalties for uptime maintained below 99.98% in a month. Penalties for downtime of the application will be as per below mentioned table:</p> <p>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.</p> <p>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.</p> <p>UPTIME EXCEPTIONS: The time lost due to any of the following reasons shall be taken into account while</p>	Clause stands as per RFP

			invoice deducting the penalty amount.	calculating the availability/ uptime requirement (a) Time lost due to power or environmental failures ;(b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or units thereof due to causes attributable of additional devices, making alteration of the system or units thereof due to causes attributable of additional devices, making alteration of the system, maintenance of the system etc. without bidders consent and/ failure to maintain the site required by the bank;(d) Time taken for reconfiguration or other planned downtime situations (f) scheduled shutdown as required by Bank; (Bidder may also request Bank for a shut down as required by Bank; (Bidder may also request Bank for a shutdown for maintainance purpose, which request will not be denied unreasonably by Bank); (g) Time taken for booting the system (h) Time Lost due to unavailability of link	
526.	47	8	Liquidated Damage Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) 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	Bidder suggests the section be modified as under; Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) 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 5% of the total cost of affected deliverables . Bank will have right to recover these amounts by any mode such as	Clause stands as per RFP

			<p>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.</p>	<p>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.</p> <p>At any given time, the total value of the penalty or LD shall not be in excess of 5% of the value of affected deliverables.</p>	
527.	50	15 (a)	<p>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</p>	<p>Bidder suggests the section be modified as under;</p> <p>a. Bidder shall be solely liable for the payment of all fines, penalties, etc., by whatever name called, if such fines and penalties are levied due to reasons solely and entirely attributable to Bidder, 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 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</p>	<p>Clause stands as per RFP</p>

			respect of Bills.	respect of Bills.	
528.	50	15 (d)	<p>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.</p>	<p>Bidder suggests the section be modified as under;</p> <p>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 to The Bank to defend such claim/s. Any claims filed against The Bank, the cost to be borne by the selected bidder, if such claims are levied due to reasons solely attributable to Bidder .</p>	Clause stands as per RFP
529.	50	15(e)	<p>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.</p>	<p>Bidder suggests the section be modified as under;</p> <p>e. The payments which is/are exclusive 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 delivery and commissioning, live running and service report etc.</p>	Clause stands as per RFP
530.	51	16	Confidentiality and Secrecy	Bidder suggests the section be modified as under;	Clause stands as per RFP

				<p>However, nothing in this clause shall prevent the Bidder from treating a confidential information as non-confidential, if such information is:</p> <ul style="list-style-type: none">i) in the possession of, or was known to Bidder prior to its receipt, without an obligation to maintain its confidentiality;ii) or subsequently becomes generally known to the public without violation of this provision by the Bidder ;iii) obtained by Bidder from a third party (i) who the Bidder does not know to have violated , or to have obtained such information in violation of any obligation to the Bank with respect to such information, (ii) who does not require the Bidder to refrain from disclosing such information and (iii) who has the right to disclose it, without the obligation to keep such information confidential;iv) independently developed by or for the Bidder without the use of confidential Information and without the participation of individuals who have had access to confidential information;v) required to be disclosed by the Bidder under the compulsion of law, or by order of any court or government or regulatory body to whose supervisory authority the Bidder is subject; provided that, in any such event, the Bidder shall give the Bank, a notice in writing as soon as practicable (which shall, subject to the applicable law, be prior written notice where possible and not later than 30 days after the disclosure) of any disclosure, and the Bidder shall use its best effort to obtain	
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				<p>assurance that the disclosed information will be accorded confidential treatment.</p> <p>Similarly Bank, agrees that during the course of discussions/ services, Bank is likely to receive or come into possession of information confidential/ proprietary to Bidder (including but not limited to information relating to software, trade secrets, know-how/ technical data, research, products, software services, development, inventions, processes, engineering techniques, strategies, etc) and except as agreed between the parties, Bank shall not disclose or divulge such confidential/ proprietary information to any third parties or make use or allow others to make use thereof either for its own benefit or for the benefit of others directly or indirectly and that the terms and conditions herein above set out with respect of the confidential information of Bank, shall apply mutuatīs mutandīs to Bidder's confidential/ proprietary information. This clause shall survive the expiry or earlier termination of this agreement and for a period of two years thereafter.</p>	
531.	52	17	<p>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</p>	<p>Bidder suggests the section be modified as under;</p> <p>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</p>	<p>Clause stands as per RFP</p>

			<p>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.</p> <p>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</p>	<p>employees or their obligations towards them and for all purposes of this RFP and shall settle 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.</p> <p>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 settle 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</p>	
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		<p>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.</p> <p>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.</p>	<p>claim or demand of liability within a reasonable time to the selected Bidder.</p> <p>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. Settlement would be limited to the damages awarded by the Court and shall exclude any indirect, consequential and incidental damages.</p>	
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532.	53	20	<p>20. Order Cancellation</p> <p>v. The progress regarding execution of the order accepted made by the vendor is found to be unsatisfactory.</p> <p>In case of cancellation of the Order/Service Level Agreement due to the above stated situations, the following consequences will entail:</p> <p>I) 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%</p> <p>II) of the original quoted cost for such deliverable as per commercial bid.</p> <p>II) 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</p>	<p>Bidder suggests the section be modified as under;</p> <p>20. Order Cancellation</p> <p>v. The progress regarding execution of the order accepted made by the vendor is found to be not as per agreed scope.</p> <p>In case of cancellation of the Order/Service Level Agreement due to the above stated situations, the following consequences will entail:</p> <p>I) 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 Bank.</p> <p>II) If the bidder does not perform 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 cost for such affected deliverable , which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.</p> <p>IV) In case of cancellation of order, any advance payments (except payment against</p>	<p>Clause stands as per RFP</p>
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			<p>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.</p> <p>IV) 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.</p> <p>V) 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.</p>	<p>ATS) made by the Bank to the Vendor for implementation of project, would necessarily have to be returned to the Bank within 30 days or as may be mutually agreed between the parties.</p> <p>.</p> <p>Similarly Bidder reserves its right to cancel the 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 Service Level Agreement, in event of Bank committing a breach of any of the terms and conditions of the offer or any of the terms and conditions of the SLA.</p>	
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533.	55	21	<p>Indemnity</p> <p>Selected bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from</p> <p>a) an act or omission of the service provider and /or its employees, agents, sub-contractors in performance of the obligations under this RFP; and/or</p> <p>b) material breach of any of the terms of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the service provider under this RFP; and/or,</p> <p>c) Bank"s authorized/ bona-fide use of the deliverables and/or the services provided by the service provider under this RFP; and/or</p> <p>d) Infringement of any patent, trademarks, copyrights etc. Or such other statutory infringements in respect of all components provided to fulfill the scope of this project.</p> <p>The vendors should indemnify the</p>	<p>Bidder suggests the section be modified as under;</p> <p>Selected bidder shall indemnify, protect and save the Bank and hold the Bank harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from</p> <p>a</p> <p>c) Bank"s authorized/ bona-fide use of the deliverables and/or the services provided by the service provider under this RFP; and/or</p> <p>d) Infringement of any patent, trademarks, copyrights etc. Or such other statutory infringements in respect of all components provided to fulfill the scope of this project.</p> <p>The vendor should indemnify the Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <p><input type="checkbox"/> , IP infringement ;</p> <p><input type="checkbox"/>.</p> <p>BIDDER shall have no liability for any claim of infringement based on: (i) use of a superseded or altered release of some or all of the deliverables including, but not limited to, Bank's failure to use corrections, fixes, or enhancements made available by BIDDER; (ii) the combination, operation, or use of some or</p>	<p>Clause stands as per RFP</p>

			<p>Bank (including its employees, directors or representatives) from and against claims, losses, and liabilities arising from:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Non-compliance of the vendor with applicable Laws / Governmental Requirements, IP infringement ; <input type="checkbox"/> Negligence or gross misconduct attributable to the Vendor, its employees, and agents <input type="checkbox"/> Breach of any terms of RFP, Representation or Warranty <input type="checkbox"/> Act or omission in performance of service. <p>Further,</p> <p>i. Vendor's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value.</p> <p>ii. Vendor's liability in case of claims against the Bank resulting from Wilful Misconduct or Gross Negligence of Bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality</p>	<p>all of the deliverables or any modification thereof furnished under this Agreement with information, software, specifications, instructions, data, or materials not furnished by BIDDER if the infringement would have been avoided by not combining, operating, or using the deliverables or the modification thereof; (iii) some or all of the deliverables or the modification thereof, which is based on Bank's material, data or design; (iv) any change, not made by BIDDER, to some or all of the deliverables or any modification thereof or (v) use of the deliverables otherwise than for the purposes authorized hereunder.</p> <p>If any of the deliverables is held or is believed by BIDDER to infringe, BIDDER shall have the option, at its expense, to (i) modify the deliverables so as to make it non-infringing, (ii) obtain for Bank a license to continue using the deliverables, or (iii) terminate the license for the infringing part of the deliverables and refund a pro rata portion of the fees paid for that portion of deliverables, subject to straight line depreciation over a 5 year period. This clause provides for BIDDER's entire liability and Bank's exclusive remedy for claims of infringement of intellectual property rights related to the deliverables.</p> <p>By Bank Bank warrants to BIDDER that the software, materials, and other assistance ('Bank materials') supplied by Bank to BIDDER for the purpose of execution of the terms of the Agreement are either Bank owned properties</p>	
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			<p>obligations shall be unlimited.</p> <p>iii. Bank shall not be held liable for any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Bidder as part of procurement under the RFP.</p> <p>iv. Under no circumstances bank shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if UCO Bank has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.</p> <p>v. Subject to any law to the contrary, and to the maximum extent permitted by law Bank shall not be liable to vendor for any consequential/ incidental, or indirect damages arising out of this agreement. Indemnity would be limited to court; tribunal or arbitrator 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.</p>	<p>or are properties obtained by Bank under proper intellectual property licenses. Bank further warrants that the said software, material and other information, to be provided by Bank shall not infringe the intellectual property rights, proprietary rights or any other property rights of any party. If the Bank materials supplied by Bank are found to infringe the intellectual property rights of any party, then Bank shall hold harmless and indemnified BIDDER, against all claims and actions associated with such infringement, including without limitation the attorney fees spent by BIDDER in defending such actions and claims, and any compensation that may be paid by BIDDER to settle such claim either in satisfaction of a court decree or otherwise. This clause shall survive the termination of this Agreement.</p> <p>The Bank will indemnify, defend and hold BIDDER harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of BIDDER arising out of the use or possession of the facilities/equipment or location of the Bank by BIDDER or its personnel, unless caused by the negligence of BIDDER personnel and the limitation of liability provided herein shall not apply to such loss, injury, claim or damages.</p> <p>Further,</p> <p>i. Vendor's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual</p>	
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			<p>The vendor shall not indemnify the Bank for</p> <p>i. Any loss of profits, revenue, contracts, or anticipated savings or</p> <p>ii. Any consequential or indirect loss or damage however caused, provided that indemnity would cover damages, loss or liabilities suffered by the Bank arising out of Claim made by Regulatory Authorities for reasons attributable to breach of services provided/ obligation under this document and by the Service Provider</p>	<p>and limited to the total fees actually received by Bidder from the Bank for the service that gives rise to such liability during the twelve month period immediately preceding such claim;.</p> <p>ii. Vendor"s liability in case of claims against the Bank resulting from Wilful Misconduct or Gross Negligence of Bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights shall be unlimited.</p> <p>iii. Bank shall not be held liable for any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Bidder as part of procurement under the RFP.</p> <p>iv. Under no circumstances bank or Bidder shall be liable to the each other for any indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if the parties have been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.</p> <p>v. Subject to any law to the contrary, and to the maximum extent permitted by law Bank or Bidder shall not be liable to each other for any consequential/ incidental, or indirect damages arising out of this agreement.</p> <p>Indemnity would be limited to court; tribunal or arbitrator awarded damages and shall exclude indirect, consequential and incidental</p>	
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				<p>damages.</p> <p>The vendor shall not indemnify the Bank for</p> <p>i. Any loss of profits, revenue, contracts, or anticipated savings or</p> <p>ii. Any consequential or indirect loss or damage however caused, provided that indemnity would cover damages, loss or liabilities suffered by the Bank arising out of Claim made by Regulatory Authorities for reasons attributable to breach of services provided/ obligation under this document and by the Service Provider</p>	
534.	57	22	<p>22. Publicity</p> <p>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.</p>	<p>Bidder suggests the section be modified as under;</p> <p>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, however either party shall have right to disclose other party and about this agreement in its quarterly/ yearly fillings and press briefings .</p>	Clause stands as per RFP
535.	57	25	<p>25. Guarantees</p> <p>Selected bidder should guarantee that all the material as deemed suitable for the delivery and</p>	<p>Bidder suggests the section be modified as under;</p> <p>Selected bidder should ensure all hardware</p>	Clause stands as per RFP

			management for the RFP for Supply, Installation, Implementation, Post-Implementation Onsite Operations and Support of End to End Data Analytics and Business Insights Solution. All hardware and software must be supplied with their original and complete printed documentation.	and software must be supplied with their original and complete printed documentation	
536.	59	27	<p>Termination</p> <p>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.</p> <p>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.</p>	<p>Termination</p> <p>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 Bank.</p> <p>h) After award of the contract, if the selected bidder does not perform as per the agreed scope or delays execution of the contract, due to reasons solely and entirely attributable to the Bidder, 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..</p> <p>Similarly Bidder reserves its right to cancel the 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 Service Level Agreement, in event of Bank committing a</p>	Clause stands as per RFP

				breach of any of the terms	
537.	62	35	Compliance With Applicable Laws of India	Bidder suggests the section be modified as under;	Clause stands as per RFP
538.	64	36	Dispute Resolution Mechanism	<p>Bidder suggests the section be modified as under;</p> <p>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, and Bank shall pay for the services rendered by Bidder, notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.</p>	Clause stands as per RFP
539.	65	39	<p>Limitation of Liability</p> <p>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.</p> <p>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</p>	<p>Bidder suggests the section be modified as under;</p> <p>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 fees actually received by Bidder from the Bank for the service that gives rise to such liability during the twelve month period immediately preceding such claim;</p> <p>ii. Service Provider will ensure Bank's data confidentiality and shall be responsible for</p>	Clause stands as per RFP

			<p>and/or leakage of confidential customer/Bank's related information to the extent of loss cause.</p> <p>iii. The limitations set forth in point no. 1 shall not apply with respect to:</p> <p>a) claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.</p> <p>b) damages occasioned by the gross negligence or willful misconduct of Service Provider.</p> <p>c) damages occasioned by Service Provider for breach of confidentiality obligations.</p> <p>d) Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the project.</p>	<p>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.</p> <p>iii. The limitations set forth in point no. 1 shall not apply with respect to:</p> <p>a) claims that are the subject of indemnification pursuant to Intellectual Property Rights and Ownership.</p> <p>b) damages occasioned by the gross negligence or willful misconduct of Service Provider.</p> <p>c</p> <p>d) Regulatory or statutory fines imposed by the Government or Regulatory agency or non-compliance of statutory or regulatory guidelines applicable to the project.</p>	
540.	67	44	<p>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</p>	<p>Bidder suggests the section be modified as under;</p> <p>For 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 an escrowescrow arrangement should be put in place. All necessary documentation in this behalf should be made</p>	<p>Clause stands as per RFP</p>

			<p>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</p> <p><input type="checkbox"/> Any update or upgrade to source code should be informed and brought under Escrow or made available to the Bank.</p> <p><input type="checkbox"/> All the customization/ development carried out by the vendor will be the property of the bank.</p>	<p>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 cost for the Escrow will be borne 100% by the Bank</p> <p><input type="checkbox"/> Any update or upgrade to source code should be informed and brought under Escrow or made available to the Bank.</p> <p><input type="checkbox"/> All the customization/ development carried out by the vendor will be the property of the bank.</p>	
541.	104	Annex-X	<p>PROFORMA FOR PERFORMANCE GUARANTEE</p>	<p>Bidder suggests the section be added;</p> <p>This Bank Guarantee issued by _____ Bank, on behalf of Bidder in favor of Customer Bank is in respect of a new Contract dated_____.</p> <p>As communicated by the Bidder, on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to Bidder by Customer Bank, in respect of pervious contracts between Bidder and Customer Bank.</p>	<p>Clause stands as per RFP</p>

				As communicated by Bidder on the date of execution of this Bank Guarantee, there are no outstanding disputes related to any previous contracts between Bidder and Customer Bank.	
542.	107	Annex-XI	<p>PRE CONTRACT INTEGRITY PACT</p> <p>5.4 Agents / Agency Commission The Bidder /Seller confirms and declares to the Buyer</p> <p>.....</p> <p>..... 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 UCO vendors). The Buyer will also have the right to recover any such amount from any contracts / Purchase order concluded earlier or later with Buyer.</p>	<p>Bidder suggests the section be modified as under;</p> <p>5.4 Agents / Agency Commission The Bidder /Seller confirms and declares to the Buyer</p> <p>.....</p> <p>..... . 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.</p>	Clause stands as per RFP

543.	110	Annex-XI	<p>8. Sanctions for Violation</p> <p>(i) To disqualify the Bidder /Seller with the tender process and exclusion from future contracts.</p> <p>(ii) To debar the Bidder /Seller from entering into any bid from Buyer for a period of two years.</p> <p>(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.</p> <p>(iv) To encash EMD /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.</p>	<p>Bidder suggests the section be modified as under;</p> <p>(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.</p> <p>(iv) To encash EMD /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.</p>	Clause stands as per RFP
544.	114	Annexure – XIII	<p>Undertaking for Non-Blacklisting / Non-Debarment of the bidder</p> <p>d. We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.</p>	<p>Bidder suggests the section be modified as under;</p> <p>d. To the best of our knowledge and as per the records available with the company, We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.</p>	Clause stands as per RFP
545.	119	Annexure – XVIII	<p>Undertaking Letter on the vendor's letterhead for Central Minimum Wages Act & Labour Laws.</p>	<p>Bidder suggests the section be modified as under;</p>	Clause stands as per RFP

			<p>In this regard we confirm that the employees engaged by our Company to carry out 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 as part of this solution/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.</p>	<p>In this regard we confirm that the employees engaged by our Company to carry out 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 as part of this solution/activity must comply with government's rules and regulations like minimum wages act, Provident Fund and ESIC facility standard. We the claims 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.</p>	
546.	124	Annexure – XX	<p>(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</p>	<p>Bidder suggests the section be modified as under;</p> <p>. 10. Term. This Agreement may be terminated by either Party giving sixty (60) days' prior</p>	<p>Clause stands as per RFP</p>

		<p>the Receiving Party, or its servants or agents to perform any aspect of its obligations forming part of the subject matter of this Agreement.</p> <p>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).</p>	<p>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).</p>	
		<p>Acceptance Criteria</p>	<p>Each deliverable delivered by BIDDER which is subject to the mutually agreed acceptance criteria shall be reviewed and accepted by Bank within a period of five days from the date of delivery. The review comments shall be provided within a period of five working days from the date of delivery. All deliverables will be deemed accepted by Bank on successful closure of all review comments, whereupon Bank shall provide the sign-off letter to BIDDER. However, if Bank does not provide any review comments within the above mentioned period of five days, then notwithstanding anything contained herein, the deliverables shall be deemed to be unconditionally and absolutely accepted by Bank at the end of the fifth day allotted for provision of such review comments, whether Bank provides such sign-off letter to BIDDER or not and BIDDER shall be entitled to</p>	<p>Clause stands as per RFP</p>

				<p>receive the charges due on acceptance. The deliverables shall also be deemed to be accepted by the Bank in case of commercial utilization of the deliverables by the Bank. However, if Bank provides the review comments within the above mentioned period of five days and BIDDER arrives at a successful closure of review comments, then the deliverables shall be deemed to be unconditionally and absolutely accepted by Bank at the time of the successful closure of the last review comment whether Bank provides such sign-off letter to BIDDER or not and BIDDER shall be entitled to receive the charges due on acceptance.</p> <p>All costs and expenses of correction and resubmission of the deliverables shall be to the account of BIDDER if the defects or non conformities are due to any reasons attributable to BIDDER. In all other cases, BIDDER shall be granted additional time for completing the work to be mutually agreed to between the parties and shall also be reimbursed by Bank of all additional charges, costs and expenses if any incurred by complying with the requirements of this clause.</p>	
547.			Intellectual Property Rights.	<p>(a) Bank's Ownership of deliverables. Subject to Clause (b), (c) and (d) below, BIDDER agrees that all deliverables created or developed by BIDDER specifically for the Bank, shall be the sole and exclusive property of Bank provided all the payments due to the BIDDER for the deliverables rendered pursuant to this agreement have already been paid by the Bank to the BIDDER. BIDDER hereby assigns to Bank all right, title and interest in and to such</p>	Clause stands as per RFP

				<p>deliverables developed exclusively for the together with any associated copyright and other intellectual property rights, whether or not such deliverables are deemed “works made for hire” under the relevant laws.</p> <p>(b) BIDDER's Proprietary Software and Pre-Existing IP. Bank acknowledges and agrees that this is a professional services agreement and this agreement is not intended to be used for licensing of any BIDDER's proprietary software or tools. If BIDDER and Bank mutually agree that the BIDDER provides to Bank any proprietary software or tools of BIDDER or of a third party, the parties shall negotiate and set forth the applicable terms and conditions in a separate license agreement and the provisions of this Clause shall not apply to any deliverables related to customization or implementation of any such proprietary software or products of BIDDER or of a third party. Further, Bank acknowledges that in performing Services under this Agreement BIDDER may use BIDDER's proprietary materials including without limitation any software (or any part or component thereof), tools, methodology, processes, ideas, know-how and technology that are or were developed or owned by BIDDER prior to or independent of the Services performed hereunder or any improvements, enhancements, modifications or customization made thereto as part of or in the course of performing the Services hereunder, (“BIDDER Pre-Existing IP”). Notwithstanding anything to the contrary contained in this Agreement, BIDDER shall</p>	
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			<p>continue to retain all the ownership, the rights title and interests to all BIDDER Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting BIDDER from using BIDDER Pre-Existing IP in any manner. To the extent that any BIDDER Pre-Existing IP or a portion thereof is incorporated or contained in a Deliverable under this Agreement, BIDDER hereby grants to Bank a non-exclusive, perpetual, royalty free, fully paid up, irrevocable license, with the right to sublicense through multiple tiers, to use, copy, install, perform, display, modify and create derivative works of any such BIDDER Pre-Existing IP in connection with the Deliverables and only as part of the deliverables in which they are incorporated or embedded. The foregoing license does not authorizes Bank to (i) separate BIDDER Pre-Existing IP from the deliverable in which they are incorporated for creating a stand alone product for marketing to others; (ii) independently sell, lease, exchange, mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the BIDDER Pre-Existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (iii) reverse compile or in any other way arrive at or attempt to arrive at the source code of the BIDDER Pre-Existing IP.</p> <p>(c) Residuary Rights. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other Banks, the general knowledge and</p>	
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			<p>experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement. For the purposes of clarity the BIDDER shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for the Bank, for any other Bank or customer of the BIDDER (including without limitation any affiliate, competitor or potential competitor of the Bank). Nothing contained in this Clause shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party.</p> <p>(d) Third Party Components. All the Intellectual Property Rights (IPR) in the third party software or component used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective third party owners/ BIDDER's licensor and Bank shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software or component.</p>	
548.		Non-solicitation.	<p>Neither Party will, without the consent of the other Party, employ or offer to employ (whether under a contract of service or under a contract for services) any person engaged or previously engaged by the other in a technical or managerial capacity in relation to the project, during the subsistence of this Agreement and until a period of 24 months has expired after the termination or expiry of this Agreement.</p>	Clause stands as per RFP

549.			Entire Agreement	Subject to any terms implied by law, this Agreement along with its annexures and schedules constitutes the entire agreement between Client and Bidder and supersedes any previous agreements or understandings between the parties in relation to the subject matter of this Agreement. Each party acknowledges that it has not relied on or been induced to enter into this Agreement by a representation or warranty other than those expressly set out in this Agreement. To the extent permitted by Applicable Law, a party is not liable to another party in contract or tort or in any other way for a representation or warranty that is not set out in this Agreement.	Clause stands as per RFP
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UCO BANK
Department of Information Technology

Request for Proposal (RFP) for Supply, Installation, Implementation, Post-Implementation Onsite Operations and Support of End to End Data Analytics and Business Insights Solution
RFP Ref. No: DIT/BPR&BTD/OA/1289/2020-21 Date: 23/11/2020
Amendments, Addendums and Corrigendum's

PART-I

3. ELIGIBILITY CRITERIA

SL No	Existing Clause	Modified Clause
4	The Bidder/OEM should have the experience of having implemented/ under Implementation of an Advanced Data Analytics Solution in India in at least One Schedule Commercial Bank that has a. Minimum raw data size of 3 TB for Data Warehouse solution and b. Business turnover/ Business mix during the last financial year (2019-20) of Rs 2,00,000 Crore and above in India.	The Bidder/OEM should have the experience of having implemented/ under Implementation of an Data Analytics Solution in India in at least One Schedule Commercial Bank that has a. Minimum raw data size of 3 TB for Data Warehouse solution and b . Business mix (Deposits + Advance of schedule commercial Bank) during the last financial year (2019-20) of Rs 2,00,000 Crore and above in India.
6	The proposed product for Advanced Data Analytics Solution should have been implemented/ under implementation and running in any scheduled commercial Bank in India.	The proposed product for Data Analytics Solution should have been implemented/ under implementation and running in any scheduled commercial bank in India.
7	The Product/s proposed for Advanced Data Analytics solution should not be on open source platform.	The proposed product for Data Analytics solution should not be on open source platform.

PART-III

2 TECHNICAL EVALUATION

Existing Clause	Modified Clause
<p>Note:</p> <ul style="list-style-type: none"> ➤ Bidder to provide required Hardware specification (Annexure XXII) 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 	<ul style="list-style-type: none"> ➤ Bidder has to provide the required hardware for the proposed solution along with hardware specification for proposed solution with implementation approach and methodology. Details of offered hardware specification should be mentioned as per Annexure XXII. ➤ Demo and presentation to be made by the Project Manager to be deployed for the Project, along with the any team member ; time allotted for presentation – max 120 minutes including question answer session



PART-IV

Scope of Work

Clause No	Existing Clause	Modified Clause
1.8	<p>What If Analysis :</p> <p>Every decision is made on the basis of intensive and time consuming research. Facts and figures are gathered from multiple sources as they have high business impact. Even the very minute ignorance in the details can risk to the performance of the Bank.</p> <ul style="list-style-type: none"> ✓ Determine the impact of decision on profitability. ✓ Use it to make Bank to understand the effects of changes in business decision. ✓ Create various scenarios by modelling various products with ranges of cost variables and understand their outcome and impact on revenue. Make informed decisions 	<p>Clause Stands Deleted</p>

	<p>about products and better prediction to avoid risks.</p> <p>This type of analysis enables Bank to take proper business decision, designing new products etc. based on gathered facts and figures</p>	
<p>6</p> <p><u>Schedule of Implementation:</u></p>	<p>a) Quick Start Phase (0 to 4 months)</p> <ul style="list-style-type: none"> • Migration of MIS reports (50-100 Reports) 	Clause Stands Deleted
	<p>b) Evolving phase (4 months to 7 months):</p> <ul style="list-style-type: none"> • ATM and Branch Cash Optimization • ATM and Branch Locations Optimization • Migration of MIS reports (100-200 Reports) 	Clause Stands Deleted
	<p>C) Transform & Maturity Phase (8 Months to 12 Months):</p> <ul style="list-style-type: none"> • Web Analytics - Optimizing website usage • Customer Social Network, Link and sentiment Analytics. • Migration of MIS reports (200-300 Reports) • Lead Conversion Forecasting & Scoring • Forecasting source and application of funds/cash • Customer Feedback - Text, Semantic and Voice Analytics • Support, Maintenance. Migration of all MIS reports 	Clause Stands Deleted

PART-V

4. WARRANTY/AMC &ATS

Existing Clause	Modified Clause
<p>The Selected Bidder must provide 2 (Two) years comprehensive on-site warranty after completion of Implementation, 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. The Onsite FM Service for the solution to be provided for the whole contract period i.e. 5 years including implementation & warranty period. Bidder will provide ATS from fourth year onwards (4th Year & 5th Year).</p> <p>The draft format of SLAs will be provided after the Letter of Intent (LOI) with the successful bidder.</p>	<p><u>For Hardware:</u> 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 equipments supplied under this RFP for two years after the expiry of warranty period.</p> <p><u>For Software:</u> The Selected Bidder must provide 4 (Four) years comprehensive on-site support after completion of Implementation, 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.</p> <p>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.</p>

5. PAYMENT TERMS

Existing Clause	Modified Clause
<p>e. The Payment Schedule for ATS on Software License cost will be as follows:</p> <ol style="list-style-type: none">1. Quarterly Basis in arrears for 4th year.2. Quarterly Basis in arrears for 5th year.	<p>e. The Payment Schedule for ATS on Software License cost will be as follows:</p> <ol style="list-style-type: none">1. Quarterly Basis in arrears for 2nd year2. Quarterly Basis in arrears for 3rd year3. Quarterly Basis in arrears for 4th year.

7. Uptime & Penalty

Existing Clause	Modified Clause
<p><u>Penalties & Service Level Agreement</u></p> <p>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.</p> <p>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).</p> <p>Bank would expect the bidder to commit to the service level assurances. The Bidder shall commit to maintain uptime of 99.98% and above per month.</p> <p>The SLA will be reviewed on a monthly basis. Penalties will be applicable due to downtime of software application.</p> <p>The bidder shall guarantee 99.98% uptime. The Bidder shall be liable for penalties for uptime maintained below 99.98% in a month. Penalties for downtime of the application will be as per below mentioned table:</p>	<p><u>Penalties & Service Level Agreement</u></p> <p>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.</p> <p>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).</p> <p>Bank would expect the bidder to commit to the service level assurances. The Bidder shall commit to maintain uptime of 99.98% and above per month.</p> <p>The SLA will be reviewed on a monthly basis. Penalties will be applicable due to downtime of software application.</p> <p>The bidder shall guarantee 99.98% uptime. The Bidder shall be liable for penalties for uptime maintained below 99.98% in a month. Penalties for downtime of the application will be as per below mentioned table:</p>

Level of Uptime Per Month	Penalty Charges
99.98% and above	No Penalty
99.00% and above but below 99.98 %	1 % of total cost of monthly payout
98.00% and above but below 99.00 %	2 % of total cost of monthly pay-out
97% and above but below 98.00 %	5 % of total cost of monthly pay-out
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.

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.

Level of Uptime Per Month	Penalty Charges
99.98% and above	No Penalty
99.00% and above but below 99.98 %	1 % of total cost of Quarterly payout
98.00% and above but below 99.00 %	2 % of total cost of Quarterly pay-out
97% and above but below 98.00 %	5 % of total cost of Quarterly pay-out
below 97%	10% of total cost of Quarterly 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.

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.

49. CONSORTIUM (New clause added)

The selected bidder may have a tie-up with any solution provider for providing the mentioned services. However, the selected bidder should have a relationship with the solution provider as an authorized reseller, distributor, and should have a back-to-back agreement to ensure that the total solution proposed is as a turnkey solution.

The selected bidder may form a consortium and bid for the RFP document, as it is the Banks' expectation to implement and maintain the most appropriate solution and maintain policies and procedures to serve the Bank. However, in this case the Bank will deal with only the selected bidder as a single point of contact who shall have the sole responsibility for the entire assignment irrespective of the fact that it is only the part of the consortium. Each consortium shall name the DSB Service provider who shall have the single point responsibility for the consortium in their bid responses. The selected bidder shall have the single-point responsibility of the bid will be deemed to be the system integrator and will be deemed to play the lead role in the bid and shall have single point responsibility of the bid.

The selected bidder shall mention in technical bid the details of contractor or sub-contractor in connection with the services required to be provided by the bidder. Under all circumstances, the selected bidder shall be responsible for misconduct / deficiencies in services rendered to Bank through the bidder selected or its sub-contractors. Bank reserves the right to reject work, which is not in conformity with its standards.



TECHNICAL REQUIREMENTS FOR SOLUTION PROVIDED (Annexure-VII)

SI No	Existing Clause	Modified Clause
44	The solution should help monitor data, content, users, licenses , and performance. It should automatically send emails or message alerts on crossing the threshold limit set by users.	The solution should help monitor data, content, users and performance. It should automatically send emails or message alerts on crossing the threshold limit set by users.

Masked Commercial Bid (Revised)**Masked Commercial Format of Request for Proposal (RFP) For Supply, Installation, Implementation, Post-Implementation Onsite Operations and Support of End to End Data Analytics and Business Insights Solution**

Perpetual Enterprise Software License Cost (Table-A)			
Sl. No.	Item Description	Total Cost excluding GST	GST (%)
1.1	Cost of Solution with One year Warranty after Go-Live of Solution	XXXX	XXXX
1.2	Implementation cost (including installation, configuration, customization, Integration, testing, Acceptance, etc.)	XXXX	XXXX
	Total Perpetual Enterprise Software License Cost (A)= 1.1+1.2	XXXX	XXXX

**Hardware cost (Table-B)**

Sl. No.	Description	Unit Cost	Quantity	Total Cost excluding GST	GST rate (%)
2.1	Cost of Hardware - For Data Centre (DC) with 3 year warranty	XXXX	XXXX	XXXX	XXXX
2.2	Cost of Hardware - For Data Recovery (DR) Centre with 3 year warranty	XXXX	XXXX	XXXX	XXXX
2.3	Cost of Hardware - For UAT with 3 year warranty	XXXX	XXXX	XXXX	XXXX
2.4	Cost of installation and configuration of DC set up	XXXX	XXXX	XXXX	XXXX
2.5	Cost of installation and configuration of DR set up	XXXX	XXXX	XXXX	XXXX
2.6	Cost of installation and configuration of UAT set up	XXXX	XXXX	XXXX	XXXX
2.7	AMC cost for 4th Year	XXXX	XXXX	XXXX	XXXX
2.8	AMC cost for 5th Year	XXXX	XXXX	XXXX	XXXX
	Total Hardware cost (B) (2.1+2.2+2.3+2.4+2.5+2.6+2.7+2.8)	XXXX	XXXX	XXXX	XXXX

Training cost (Table-C)			
Sl. No.	Description	Total Cost excluding GST	GST rate (%)
3.1	Total Cost of End User Training 50 persons	XXXX	XXXX
3.2	Total Cost of Technical and Operations Training 50 persons	XXXX	XXXX
	Total cost of training (C) (3.1+3.2)	XXXX	XXXX

Cost of System Software (Table-D)						
Sl. No.	Description	DC	DR	UAT	Total Cost excluding GST	GST Rate (%)
4.1	Licenses cost for Operating System	XXXX	XXXX	XXXX	XXXX	XXXX
4.2	Licenses cost for Database	XXXX	XXXX	XXXX	XXXX	XXXX
4.3	License cost for Middleware (if any)	XXXX	XXXX	XXXX	XXXX	XXXX
4.4	License cost for any other software (if any) required for complete setup.	XXXX	XXXX	XXXX	XXXX	XXXX
	Total Cost of System Software (D) (4.1+4.2+4.3+4.4)	XXXX	XXXX	XXXX	XXXX	XXXX

ATS Charges for Operating System (Table-E)			
Sl. No.	Description	Total Cost excluding GST	GST rate (%)
5.1	ATS Cost for 2 nd Year	XXXX	XXXX
5.2	ATS Cost for 3 rd Year	XXXX	XXXX
5.3	ATS Cost for 4 th Year	XXXX	XXXX
5.4	ATS Cost for 5 th Year	XXXX	XXXX
	Total Cost of ATS (E)= 5.1+5.2+5.3+5.4	XXXX	XXXX

ATS Charges for Database (Table-F)

Sl. No.	Description	Total Cost excluding GST	GST rate (%)
6.1	ATS Cost for 2 nd Year	XXXX	XXXX
6.2	ATS Cost for 3 rd Year	XXXX	XXXX
6.3	ATS Cost for 4 th Year	XXXX	XXXX
6.4	ATS Cost for 5 th Year	XXXX	XXXX
	Total Cost of ATS (F)= 6.1+6.2+6.3+6.4	XXXX	XXXX

ATS Charges for Middleware (if any) (Table-G)

Sl. No.	Description	Total Cost excluding GST	GST rate (%)
7.1	ATS Cost for 2 nd Year	XXXX	XXXX
7.2	ATS Cost for 3 rd Year	XXXX	XXXX
7.3	ATS Cost for 4 th Year	XXXX	XXXX
7.4	ATS Cost for 5 th Year	XXXX	XXXX
	Total Cost of ATS (G)= 7.1+7.2+7.3+7.4	XXXX	XXXX

ATS Charges for any other software (if any) required for complete setup. (Table-H)

Sl. No.	Description	Total Cost excluding GST	GST rate (%)
8.1	ATS Cost for 2 nd Year	XXXX	XXXX
8.2	ATS Cost for 3 rd Year	XXXX	XXXX
8.3	ATS Cost for 4 th Year	XXXX	XXXX
8.4	ATS Cost for 5 th Year	XXXX	XXXX
	Total Cost of ATS (H)= 8.1+8.2+8.3+8.4	XXXX	XXXX

Facility Management Resource Charges (Table-I)

Sl. No.	Description	Total Cost excluding GST	GST rate (%)
9.1	Facility Management resource Charges for 1st year(Minimum 2 resources)	XXXX	XXXX
9.2	Facility Management resource Charges for 2 nd year(Minimum 3 resources)	XXXX	XXXX
9.3	Facility Management resource Charges for 3 rd year(Minimum 3 resources)	XXXX	XXXX
9.4	Facility Management resource Charges for 4 th year(Minimum 3 resources)	XXXX	XXXX
9.5	Facility Management resource Charges for 5 th year(Minimum 3 resources)	XXXX	XXXX
	Total cost of FM resource for 5 years (I) =(9.1+9.2+9.3+9.4+9.5)	XXXX	XXXX

TCO TABLE (Table-J)

Total Perpetual Enterprise Software License Cost (A)	XXXX
Total Hardware cost (B)	XXXX
Total Cost of Training (C)	XXXX
Total Cost of System Software (D)	XXXX
Total cost of ATS Charges for Operating System (E)	XXXX
Total cost of ATS Charges for Database (F)	XXXX
Total cost of ATS Charges for Middleware (if any)(G)	XXXX
Total cost of ATS Charges for any other software (if any) required for complete setup (H)	XXXX
Total cost of FM resource for 5 years (I)	XXXX
Total Cost of Ownership (A+B+C+D+E+F+G+H+I) (In Figures)	Rs. _____
Total Cost of Ownership (A+B+C+D+E+F+G+H+I) (In Words)	Rupees _____ Only

We confirm that:-

- i. All prices should be quoted in INR only.
- ii. The calculation for arriving at TCO is properly mentioned in the appropriate columns and we also confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO the Bank will have the right to correct the same and it will be binding upon our company.

- iii. If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the bank without any cost. All cost is quoted in INR only.
- iv. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- v. We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
- vi. Lowest Bidder (L1) will be determined on the basis of Total Cost of Ownership (TCO) as per Table-J.
- vii. In case of any discrepancy between figures & words, the amount in words shall prevail.
- viii. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
- IX. We have not added or modified any clauses/ statements/ recordings/declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.
- X. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- XI. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.



We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 23.11.2020 and subsequent pre-bid and amendments

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

Perpetual Enterprise Software License Cost (Table-A)			
Sl. No.	Item Description	Total Cost excluding GST	GST (%)
1.1	Cost of Solution with One year Warranty after Go-Live of Solution		
1.2	Implementation cost (including installation, configuration, customization, Integration, testing, Acceptance, etc.)		
	Total Perpetual Enterprise Software License Cost (A)= 1.1+1.2		

Hardware cost (Table-B)					
Sl. No.	Description	Unit Cost	Quantity	Total Cost excluding GST	GST rate (%)
2.1	Cost of Hardware - For Data Centre (DC) with 3 year warranty				
2.2	Cost of Hardware - For Data Recovery (DR) Centre with 3 year warranty				
2.3	Cost of Hardware - For UAT with 3 year warranty				
2.4	Cost of installation and configuration of DC set up				
2.5	Cost of installation and configuration of DR set up				
2.6	Cost of installation and configuration of UAT set up				
2.7	AMC cost for 4th Year				
2.8	AMC cost for 5th Year				
	Total Hardware cost (B) (2.1+2.2+2.3+2.4+2.5+2.6+2.7+2.8)				

Training cost (Table-C)			
Sl. No.	Description	Total Cost excluding GST	GST rate (%)
3.1	Total Cost of End User Training 50 persons		
3.2	Total Cost of Technical and Operations Training 50 persons		
	Total cost of training (C) (3.1+3.2)		

Cost of System Software (Table-D)						
Sl. No.	Description	DC	DR	UAT	Total Cost excluding GST	GST Rate (%)
4.1	Licenses cost for Operating System					
4.2	Licenses cost for Database					
4.3	License cost for Middleware (if any)					
4.4	License cost for any other software (if any) required for complete setup.					
	Total Cost of System Software (D) (4.1+4.2+4.3+4.4)					

ATS Charges for Operating System (Table-E)			
Sl. No.	Description	Total Cost excluding GST	GST rate (%)
5.1	ATS Cost for 2 nd Year		
5.2	ATS Cost for 3 rd Year		
5.3	ATS Cost for 4 th Year		
5.4	ATS Cost for 5 th Year		
	Total Cost of ATS (E)= 6.1+6.2+6.3+6.4		

ATS Charges for Database (Table-F)

Sl. No.	Description	Total Cost excluding GST	GST rate (%)
6.1	ATS Cost for 2 nd Year		
6.2	ATS Cost for 3 rd Year		
6.3	ATS Cost for 4 th Year		
6.4	ATS Cost for 5 th Year		
	Total Cost of ATS (F)= 6.1+6.2+6.3+6.4		

ATS Charges for Middleware (if any) (Table-G)

Sl. No.	Description	Total Cost excluding GST	GST rate (%)
7.1	ATS Cost for 2 nd Year		
7.2	ATS Cost for 3 rd Year		
7.3	ATS Cost for 4 th Year		
7.4	ATS Cost for 5 th Year		
	Total Cost of ATS (G)= 7.1+7.2+7.3+7.4		

ATS Charges for any other software (if any) required for complete setup. (Table-H)

Sl. No.	Description	Total Cost excluding GST	GST rate (%)
8.1	ATS Cost for 2 nd Year		
8.2	ATS Cost for 3 rd Year		
8.3	ATS Cost for 4 th Year		
8.4	ATS Cost for 5 th Year		
	Total Cost of ATS (H)= 8.1+8.2+8.3+8.4		

Facility Management Resource Charges (Table-I)

Sl. No.	Description	Total Cost excluding GST	GST rate (%)
9.1	Facility Management resource Charges for 1st year(Minimum 2 resources)		
9.2	Facility Management resource Charges for 2 nd year(Minimum 3 resources)		
9.3	Facility Management resource Charges for 3 rd year(Minimum 3 resources)		
9.4	Facility Management resource Charges for 4 th year(Minimum 3 resources)		
9.5	Facility Management resource Charges for 5 th year(Minimum 3 resources)		
	Total cost of FM resource for 5 years (I) =(9.1+9.2+9.3+9.4+9.5)		

TCO TABLE (Table-J)

Total Perpetual Enterprise Software License Cost (A)	
Total Hardware cost (B)	
Total Cost of Training (C)	
Total Cost of System Software (d)	
Total cost of ATS Charges for Operating System (E)	
Total cost of ATS Charges for Database (F)	
Total cost of ATS Charges for Middleware (if any)(G)	
Total cost of ATS Charges for any other software (if any) required for complete setup (H)	
Total cost of FM resource for 5 years (I)	
Total Cost of Ownership (A+B+C+D+E+F+G+H+I) (In Figures)	Rs. _____
Total Cost of Ownership (A+B+C+D+E+F+G+H+I) (In Words)	Rupees _____ Only

We confirm that:-

- ix. All prices should be quoted in INR only.
- x. The calculation for arriving at TCO is properly mentioned in the appropriate columns and we also confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO the Bank will have the right to correct the same and it will be binding upon our company.

- xi. If the cost for any line item is indicated as zero or blank then Bank may assume that the said item is provided to the bank without any cost. All cost is quoted in INR only.
 - xii. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
 - xiii. We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
 - xiv. Lowest Bidder (L1) will be determined on the basis of Total Cost of Ownership (TCO) as per Table-J.
 - xv. In case of any discrepancy between figures & words, the amount in words shall prevail.
 - xvi. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
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- XI. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 23.11.2020 and subsequent pre-bid and amendments.

RECOMMENDED HARDWARE SPECIFICATION REQUIRED FOR THE PROPOSED SOLUTION AT DC/DR/UAT/ TEST & DEVELOPMENT.

To be submitted along with Technical bid in below format:

<u>Specification of Application Software</u>				
Sl. No	Description	Specification (Make, Model, Version etc.as applicable)		Quantity
		DC	DR	
1				
2				
3				
4				

<u>Specification of System Software</u>				
Sl. No	Description	Specification (Make, Model, Version etc.as applicable)		Quantity
		DC	DR	
1	Operating System			
2	Database			
3	Middleware			
4	Any other software (if any) required for complete setup.			

HARDWARE SPECIFICATION			
Sl. No.	Description	Detailed Description	Quantity
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 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)	

(Letter to be submitted by the Manufacturer on firm's official letter head)

Manufacturer Authorisation Form (MAF)

To,

**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: Request for Proposal (RFP) for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End to End Data Analytics and Business Insights Solution, RFP Ref No: DIT/BPR&BTD/OA/1289/2020-21 Date: 23/11/2020



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 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 equipment and services. We undertake to provide back-to-back support for spares 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 AMC/ATS period if the above bidder authorized by us fails to perform in terms of the RFP. We shall continue and ensure support services to Bank either directly or Bank appointed third party vendor, regarding this decision of bank will be final and binding upon us.

We also undertake to supply, support and upgrade of proposed hardware/ software over a period of five (5) years.

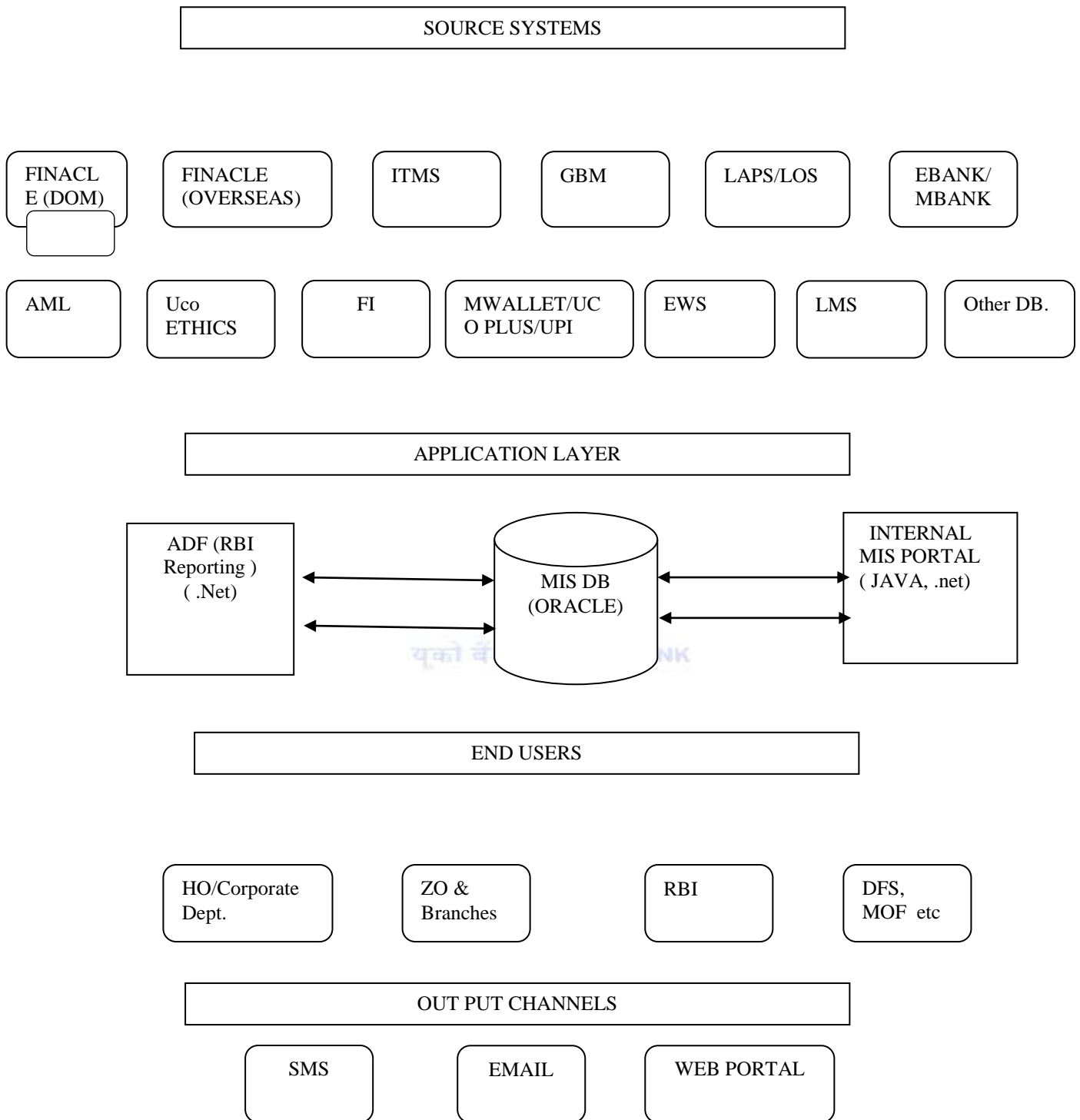
Yours Faithfully
Authorised Signatory

(Name: Phone No. Fax E_mail)

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



CURRENT MIS ARCHITECTURE



Source Data Formats : 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

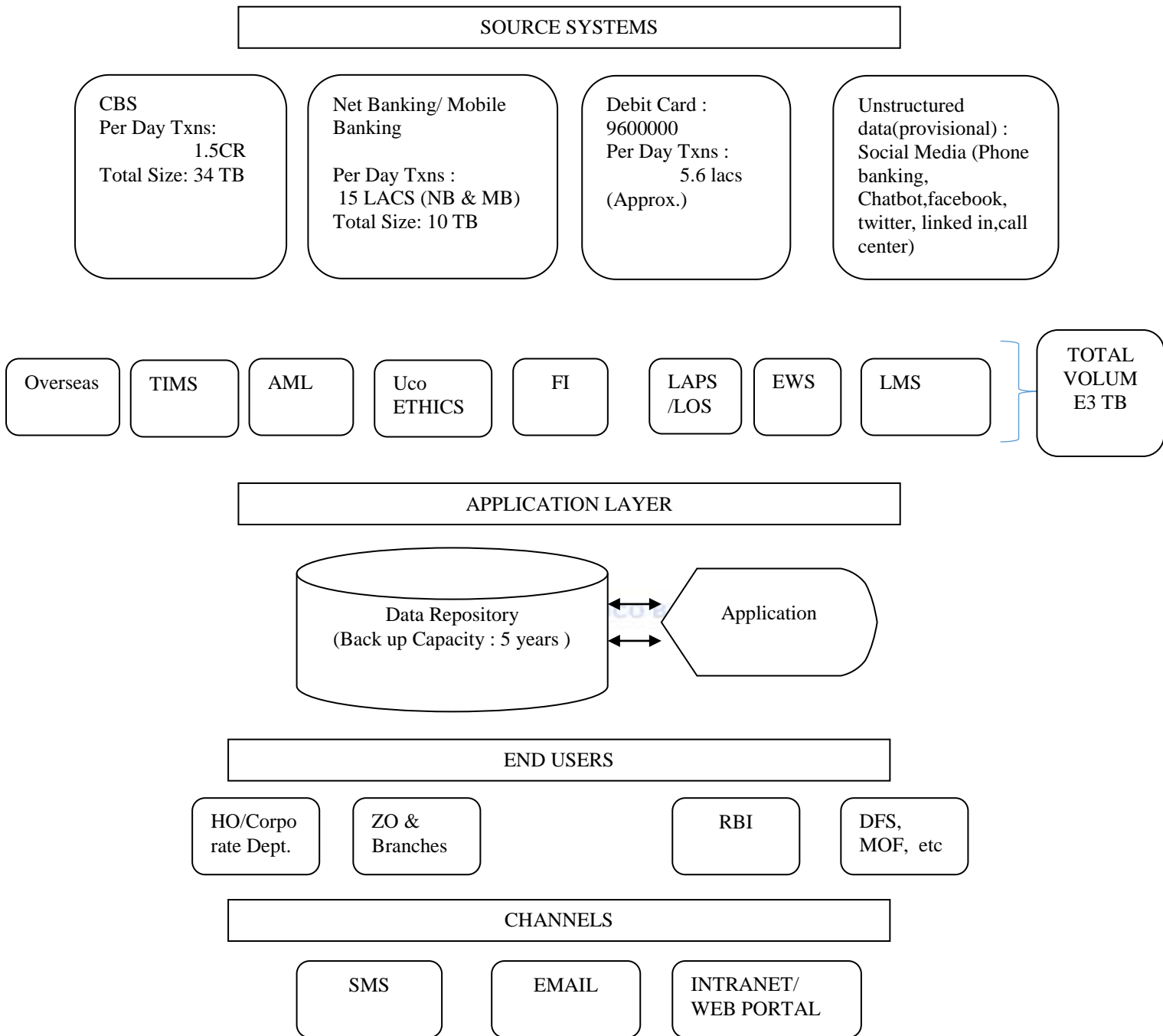
Active customers :- 4.10 CR

Inactive customers :- 1.04 CR

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

SOURCES – SIZE - TRANSACTIONS / DAY (Approximate)

Diagram-2



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 are indicative not exhaustive.