



**UCO BANK**

**Department of Information Technology**

**(EOI) for Implementation Of FRAUD RISK MANAGEMENT ENTERPRISE SYSTEM (FRMES)**

**(REF NO: UCO/DIT/EOI/154/2016-17 Dated 30.04.2016)**

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

SL. No.	Pg No / Clause No	Terms & Conditions as per RFP	Queries/Suggestions by the Bidder (s)	Bank's Response (s)
1		The reference data will be instrumental for validating various type of transactions	What are the source and number of the reference data systems?	The indicative products and channels to be covered are mentioned in the scope of work. The Respective servers/switch will be the source system.
2	Page No-4/Section 3	Online Mode: - The Fraud detection is done real time and the decision impacts the authorization of the In-flight transaction.	What kinds of transaction will be checked in the online mode? (non-monetary or monetary)	Bank will evaluate the EOI response submitted by the bidders and presentations given and accordingly further details will be made available in the RFP

3	Page No-6/Section 3	Alert Management, Case Management, Rules Management, Workflow Management and reporting & dash boarding	Please elaborate the requirement related to these capabilities.	<p>The FRM transaction monitoring systems will periodically generate alerts to identify unusual activity. It will be required to aggregate or combine the generated alerts (customer wise/account wise etc) to assist in the review process. It may be required to prioritise such alerts through some rule based logic. It may also be required to escalate some alerts to a case and assign it to designated person to investigate .</p> <p>Some alerts may need actions taken while other alerts in the bundle may be allowed to proceed through the payment process. In many banks, these actions must be managed by the fraud team – potentially reversing the action if it is determined the transaction is authorized. The process of determining whether the financial activity is fraudulent, prevention actions are needed, and the subsequent management of these actions is commonly referred to as alert management.</p> <p>Investigative workflow shall allow users to create new cases, manage tasks etc attaching comments or documentation, and recording financial information, such as exposures and losses. Workflow management include Creating multiple, customized workflows for various types of cases, Classify cases (e.g., by type, category, subcategory), and automatically route them to the right individuals or groups</p>
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4	Page No-6/Section 3	Data Upload / Interfacing Requirements: The solution should have the ability to interface with Authorization system/switch. Also bulk upload data facilities for different data requirements such as the Customer /Account/ Card/merchant data/ negative list etc.	It seems that all of the external systems will be authorize users of this system, how this on-boarding will happen? Will these users will be a part of banks existing user store?	The bulk upload will be made by few designated users of the Bank
5	Page No-7/Section 3	Real time/online/Offline availability mode: The solution should have the capability to support 100% real-time scoring of authorization requests and pre authorization requests. In addition it should have the online /offline mode of running as well.	By ' authorization requests and pre authorization requests' are you pointing credit card authorization request? If not please elaborate. In case of the settlement scenario how the system will behave?	Authorization requests and pre authorization request can be for any transaction system. Bank is having only debit cards at present.  The bulk upload will be made by few designated users of the Bank

6	Page No-7/Section 3	Fraud Model maturation pre-requisites: The solution should clearly state the requirements related to the frequency of the Data feed required for the optimal performance of the Fraud model.	Can you please elaborate this point?	<p>The frequency of data feed to FRMS solution depends on the type of solution proposed by the Bidder and possibility of direct interfacing with the source system.</p> <p>Bank will see detailed presentations from the bidders/OEMs during the EOI response evaluation to have a better understanding of the FRM solutions available in the market and its features. Accordingly further Details will be shared at the RFP Stage.</p>
7	Page No-8	The Bidder must have at least 10 skilled staff experienced in implementing at least one FRM Solution to be able to deliver and support the proposed solution.	Since consortium is allowed for all other clauses, we understand this clause is also for Bidder/Consortium partner instead of Bidder as mentioned. Request to change to Bidder/Consortium partner	Revised Eligibility criteria is attached

8	Page No-5	<p>The indicative products and channels to be covered as a part of scope are :</p> <ol style="list-style-type: none"> <li>Corporate Loans</li> <li>Treasury</li> <li>Trade Finance</li> <li>Corporate Liability Products</li> <li>Merchant Acquiring</li> <li>MSME Agri. Banking</li> <li>Branch Banking</li> <li>Retail Loans and Deposits</li> <li>Net Banking</li> <li>Mobile banking</li> <li>Online Payment</li> <li>POS</li> </ol>	<p>Please provide the details of the underlying infrastructure for all these applications? Eg database, protocols, integration points</p>	<p>Bank is using Finacle as CBS software Oracle and MS SQL are the database being used. Infosys internet banking software is used in the Bank. For Mobile Banking M/S LCODE is the OEM</p> <p>Windows 2008/2012/Linux/HP-UNIX etc are the platforms used</p> <p>Bidder to propose the integration points.</p>
9	Page No-5	<p>4. The bidder is expected to detail out technical architecture, infrastructure requirements, detection techniques employed including alert mechanism and Optimal strategy for detection of fraud and prevention of scenarios applicable to indicative products and channels along with their combinations (in case of syndicated fraud) listed below. The bidder is also expected to validate the solution outline/s with case studies or leading practices based on their experience.</p>	<p>Is the proposal to include hardware costs?</p>	<p>Supply of hardware will be part of the scope of RFP. Bidder shall propose the hardware requirement as part of their EOI response</p> <p>No commercial to be submitted at EOI Stage</p>

10	Page No-6	a. Indicative Architecture: Suitable Architecture for FRMS has to be proposed factoring all source systems, authentication techniques	No of users that would require authentication? No of actual unique accounts to be monitored? If not known, number of customers that would in theory be protected by the solution? What Authentication methods would the bank prefer?	Bidder shall propose industry standard authentication methods in their proposal in addition to the Two factor authentication methods such as VbV, biometric authentication, OTP etc presently being used by the Bank to prevent the frauds.
11	Page NO-5	The bidder is expected to detail out technical architecture, infrastructure requirements	Do you need sizing estimate in terms of the hardware requirements?	Proposal should include hardware sizing in the RFP after EOI
12	Page NO-6	Prevent fraudulent transactions which are linked to non-monetary transactions	Do you save the data for non-monetary transactions?	Logs of non-monetary transactions are available
13	Page No-6	Suitable architecture for FRMS has to be proposed factoring all source systems.	Which are the source systems you have and want to integrate with FRMS	The indicative products and channels to be covered are mentioned in the scope of work. The Respective servers/switch will be the source system.
14	Page No-6	a. Indicative Architecture: Suitable Architecture for FRMS has to be proposed factoring all source systems, authentication techniques (existing and to be proposed),	Authentication techniques: whether the bank is looking for authentication platform too as part of EFRM solution or is the requirement only the solution capability for integration with existing authentication solution like 2FA etc.?	Bidders to propose additional authentication systems as part of EOI response.  Additional authentication systems if required by the Bank will be mentioned in the RFP.

15	Page No-8	The Bidder must have at least 10 skilled staff experienced in implementing at least one FRM Solution to be able to deliver and support the proposed solution.	Requesting the bank to amend this clause to "The Bidder / OEM / Consortium member must have at least 10 skilled staff experienced in implementing at least one FRM Solution to be able to deliver and support the proposed solution." as FRM is a new growing business line in Indian IT space most bidders / SI will not have a dedicated team for implementing experience in FRM solution as compared to FRM OEMs.	Revised Eligibility criteria is attached
16			<b>Core Banking System (CBS) (for current year)</b> Core Banking System Name, Total Number of customers, Total Number of Accounts, Total Number of Branches, Total Number of core banking ,transactions in a day, month and year, TPS that core banking system is sized for, average TPS for core banking transactions, Peak tps for core banking transactions Peak Concurrent user logins Average Concurrent user logins Expected Transaction growth % YoY	The required information/data will be shared with the shortlisted bidder after EOI

17			<p>Internet Banking (IB) (for current year and projected after 1, 2, 3, 4 and 5 years)</p> <p>Internet Banking software Name</p> <p>Total number of IB Users</p> <p>Total IB transactions volume per day, month and year (Including: No of Logins (success and failure), No of Beneficiary registration, No of Funds Transfer, etc.,)</p> <p>Average TPS of all IB transactions</p> <p>Peak TPS of all IB transactions</p> <p>Average Concurrent user logins</p> <p>Expected Transaction growth % YoY</p>	<p>The required information/data will be shared with the shortlisted bidder after EOI</p>
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18			<p>Mobile Banking (MB) (for current year and projected after 1, 2, 3, 4 and 5 years)</p> <p>Mobile Banking software name</p> <p>Total number of MB Users</p> <p>Total MB transactions volume per day, month and year (Including: No of Logins (success and failure), No of Beneficiary registration, No of Funds Transfer, etc.,)</p> <p>Average TPS of all MB transactions</p> <p>Peak TPS of all MB transactions</p> <p>Peak Concurrent user logins</p> <p>Average Concurrent user logins</p> <p>Expected Transaction growth % YoY</p>	The required information/data will be shared with the shortlisted bidder after EOI
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19			<p>Credit Cards (for current year and projected after 1, 2, 3, 4 and 5 years)</p> <p>Credit card switch name</p> <p>Total number of Credit cards</p> <p>Total transactions volume per day, month and year</p> <p>Average TPS of all credit card transactions</p> <p>Peak TPS of all credit card transactions</p> <p>Expected Transaction growth % YoY</p>	Clause stand as per the EOI
20			<p>Debit Cards (for current year and projected after 1, 2, 3, 4 and 5 years)</p> <p>debit card switch name</p> <p>Total number of Debit cards</p> <p>Total transactions volume per day, month and year</p> <p>Average TPS of all debit card transactions</p> <p>Peak TPS of all debit card transactions</p> <p>Expected Transaction growth % YoY</p>	The required information/data will be shared with the shortlisted bidder after EOI

21			<b>Trade Finance</b> Total number of Trade Finance accounts Total transactions volume per day, month and year Average TPS of all Trade Finance transactions Peak TPS of all Trade Finance transactions Expected Transaction growth % YoY	The required information/data will be shared with the shortlisted bidder after EOI
22			<b>Remittances</b> Total number of all remittance transaction in a day, month and year Average TPS of all remittance transactions Peak TPS of all remittance transactions Expected Transaction growth % YoY	The required information/data will be shared with the shortlisted bidder after EOI
23			<b>Loan Accounts</b> Total number of Loan Accounts Total transactions volume per day, month and year Average TPS of all Loan Accounts transactions Peak TPS of all Loan Accounts transactions Expected Transaction growth % YoY	The required information/data will be shared with the shortlisted bidder after EOI

24			<p>System X (for current year and projected after 1, 2, 3, 4 and 5 years)</p> <p>System X Name and Vendor</p> <p>Total number of Account in System X</p> <p>Total transactions volume per day, month and year</p> <p>Average TPS of all transactions in System X</p> <p>Peak TPS of all transactions in System X</p>	The required information/data will be shared with the shortlisted bidder after EOI
25	Page No-5, Point No-3K	Online Payment	<p>What does online payment channel refers here ? Does it refer to 'e-commerce'. Kindly confirm</p>	Online payment refers to e-commerce payments made through internet and mobile banking channels
26	Page No-5, Point No-1	<p>The scope of work would include design, supply, configuration, customization, integration, testing, user acceptance, documentation/manuals, training, warranty support and post warranty maintenance support, if contracted, for all the solution components including the software/tools required for the</p>	<p>Does the scope include supply of hardware like server, Storage etc Kindly confirm if bank is expected to host the complete setup</p>	Proposal should include hardware sizing in the RFP after EOI
27	Page No-5, Pont No- 3e	Merchant Acquiring	<p>Requesting bank to elaborate on the scope of this channel.</p>	<p>Merchant Acquiring w.r.t POS business. Bank may modify the debit cards usage and POS transaction monitoring requirement in the scope of FRMS and the same will be mentioned in the RFP.</p>

28	Page No-6, Pont No-3d	Data Upload / Interfacing Requirements: The solution should have the ability to interface with Authorization system/switch. Also bulk upload data facilities for different data requirements such as the Customer/Account/Card/merchant data/ negative list etc.	Kindly confirm who would be providing the negative list. Whether it would be bidder or UCO Bank.	Please refer SI No 4 of the this document
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29	General		<p>Kindly provide the volume of transactions per day, Average TPS and Peak TPS for below channels:</p> <p>a) ATM b) POS c) Online Payment d) IVR</p> <p>Kindly provide the RTO and RPO requirements</p> <p>Please mention the Internet banking platform currently used in UCO bank for net banking</p> <p>Please mention the environment(s) of the Primary site (DC) in which the solution needs to be deployed (e.g. Dev/ UAT /Production) and the HA requirement for each of them?</p> <p>Does the solution needs to be proposed both for DR and DC?</p> <p>Do you need High Availability of the EFRM platform only in DC or also in DR?</p> <p>Will Bank want the EFRM platform to generate the OTP and pass it to Internet Banking application to deliver it using the existing SMS gateway integration or does Bank wants EFRM solution to integrate with Bank's SMS Gateway and deliver the OTP?</p> <p>What is peak TPS (transaction per seconds) for the web and mobile channels ?</p> <p>What all Internet banking tasks would be in scope (I.e. SESSION SIGNIN (Login), ADD PAYEE, CHANGE PASSWORD, FUND TRANSFER, etc) ?</p>	<p>The required information/data will be shared with the shortlisted bidder after EOI</p>
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30	Page No-8/4.5	The bidder or the consortium members should have the experience of having implemented a Fraud Risk Solution	We request the Bank to allow Bidder / consortium members / OEM references	Revised Eligibility criteria is attached
31	Page No-5/3	Online Payment	What does online payment channel refers here? Does it refer to 'e-commerce' . Kindly confirm	Online payment refers to e-commerce payments made through internet and mobile banking channels
32	Page No-5/1	The scope of work would include design, supply, configuration, customization, integration, testing, user acceptance, documentation/ manuals, training, warranty support and post warranty maintenance support, if contracted, for all the solution components including the software/ tools required for the fulfillment of	Does the scope include supply of hardware like server, Storage etc.  Kindly confirm if bank is expected to host the complete setup	Proposal should include hardware sizing estimate as well
33	Page No-5/3e	Merchant Acquiring	Requesting bank to elaborate on the scope of this channel.	Merchant Acquiring is w.r.t POS business. Bank may modify the debit cards usage and POS transaction monitoring requirement in the scope of FRMS and the same will be mentioned in the RFP
34		General	Kindly provide the volume of transactions per day, Average TPS and Peak TPS for below channels: a) ATM b) POS c) Online Payment d) IVR	The required information/data will be shared with the shortlisted bidder after EOI

35		General	Kindly provide the RTO and RPO requirements	The required information/data will be shared with the shortlisted bidder after EOI
36		General	Please mention the Internet banking platform currently used in UCO bank for net banking	The required information/data will be shared with the shortlisted bidder after EOI
37		General	Please mention the environment(s) of the Primary site (DC) in which the solution needs to be deployed (e.g. Dev/ UAT /Production) and the HA requirement for each of them?	The required information/data will be shared with the shortlisted bidder after EOI
38		General	Does the solution needs to be proposed both for DR and DC?	Solution will be required at both DC and DR
39		General	Do you need High Availability of the EFRM platform only in DC or also in DR?	HA will be needed at DC.
40		General	Will Bank want the EFRM platform to generate the OTP and pass it to Internet Banking application to deliver it using the existing SMS gateway integration or does Bank wants EFRM solution to integrate with Bank's SMS Gateway and deliver the OTP?	Bank is already using 2FA for card transactions and Biometric authentication for CBS - Finacle users. New authentication platform may be deployed by the Bank in future also. The proposed FRMS solution shall be integrated with existing authentication tools used.  Bidder shall also propose new authentication tools enabling the bank in detection as well as prevention of fraudulent transactions.



41		General	What is peak TPS (transaction per seconds) for the web and mobile channels ?	The required information/data will be shared with the shortlisted bidder after EOI
42		General	What all Internet banking tasks would be in scope (I.e. SESSION SIGNIN (Login), ADD PAYEE, CHANGE PASSWORD, FUND TRANSFER, etc) ?	FRM solution shall monitor all possible activities to detect and contain the occurrence of fraud. Bidders solution shall have the required features. Bank will evaluate the solution based on the EOI response submitted by the bidder.
43	Page No-7	The bidder must be a company incorporated in India and operating for 5 years as on the date of EOI	Request bank to change the clause to: All Bidders / Bid consortium partners should be in existence for at least five years as on date of EOI (in case of mergers / acquisitions / restructuring or name change, the date of establishment of earlier / original partnership firm / limited company can be taken into considerations)	Revised Eligibility criteria is attached

44	Page No-8	<p>The bidder or the consortium members should have the experience of having implemented a Fraud Risk Solution in:</p> <p>a. At least one Scheduled Bank (excluding Cooperative Banks &amp; RRBs) in India having a minimum Business turnover/ Business Mix (Advances + Deposits) of Rs.75,000 Crore as of last financial year or a Bank Abroad with minimum business turnover/ business mix (advances + deposits) of USD 12 bn as of last financial year</p> <p>AND</p> <p>b. Minimum four of the following areas:</p> <ol style="list-style-type: none"> <li>1. Cards/ Online Payments</li> <li>2. Net Banking</li> <li>3. ATM/ POS</li> <li>4. Liability Products</li> <li>5. Branch Banking</li> <li>6. Mobile Banking</li> </ol> <p>Relevant Credential Letters on organization letterhead/ Contract Agreement/ Email &amp; VC/ Telephone conference from the authorized personnel from client organization. (Please provide scope of work for each of such contract/order)</p> <p>Out of the six areas mentioned above, mandatory experience is required in any two of following three areas:</p> <ol style="list-style-type: none"> <li>1. Net Banking,</li> <li>2. ATM/POS,</li> </ol>	<p>Since EFRM is a very recent &amp; upcoming requirement, bidder might not have references. Request bank to relax the reference criteria of one Scheduled Bank for EFRM and accept references for implementation of Core Banking &amp; Risk Management.</p>	<p>Clause stand as per the EOI</p>
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45		<p>In the 1st page it is written as:  <b>"Expression of Interest (EOI) For Implementation Of FRAUD RISK MANAGEMENT ENTERPRISE SYSTEM (FRMES) For UCO BANK"</b></p> <p>In the 4th page it is written as: <b>"UCO Bank invites Expression of Interest (EOI) from reputed IT/Consultancy firms to Supply, Build, Install and Support Enterprise Fraud Risk Management (EFRM) Solution"</b></p>	<p>We believe Bank is referring to the same solution however written in two separate forms.</p>	<p>Please read as "Enterprise Fraud Risk Management (EFRM) Solution". At all places</p>
46		<p>The bidder must be a company incorporated in India and operating for 5 years as on the date of EOI.</p>	<p>Bank is requested to change the same to "Company / Firm". The "Firm" word has been used in the following section of "Overview of Qualification process - Refer to page no. 30 of the EOI".</p> <p>Bank is requested to do change the clause as follows:  Bidder must be a company / partnership firm incorporated in India and operating for at least 5 years as on the date of EOI.</p>	<p>The bidder must be a company. Please read Company in place of 'Firm'</p>

47		<p>The average annual turnover/revenue of Bidder could not be less than Rs. 300 Crs. in IT (information technology) products, services and implementation during the past 3 financial years (2014-15, 2013-14, 2012-13).</p>	<p>Bank is requested to re-craft the clause in any of the following ways:- Option 1: The average annual turnover/revenue of Bidder could not be less than Rs. 100 Crs. (instead of 300 Crs. as mentioned earlier) in IT (information technology) products, services and implementation during the past 3 financial years (2014-15, 2013-14, 2012-13). Option 2: The average annual turnover/revenue of Bidder could not be less than Rs. 300 Crs. in Professional Services IT (information technology) products, services and implementation during the past 3 financial years (2014-15, 2013-14, 2012-13).</p>	Revised Eligibility criteria is attached
48		<p>The Bidder must have at least 10 skilled staff experienced in implementing at least one FRM Solution to be able to deliver and support the proposed solution</p>	<p>Bank is requested to change the clause as follows: "The Bidder / it's consortium member must have at least 10 skilled staff experienced in implementing atleast one FRM solution to be able to deliver and support the proposed solution"</p>	Revised Eligibility criteria is attached

49		<p>The bidder or the consortium members should have the experience of having implemented a Fraud Risk Solution in:</p> <p>a. At least one Scheduled Bank (excluding Cooperative Banks &amp; RRBs) in India having a minimum Business turnover/ Business Mix (Advances + Deposits) of Rs.75,000 Crore as of last financial year or a Bank Abroad with minimum business turnover/ business mix (advances + deposits) of USD 12 bn as of last financial year</p> <p>AND</p> <p>b. Minimum four of the following areas:</p> <ol style="list-style-type: none"> <li>1. Cards/ Online Payments</li> <li>2. Net Banking</li> <li>3. ATM/ POS</li> <li>4. Liability Products</li> <li>5. Branch Banking</li> <li>6. Mobile Banking</li> </ol> <p>Relevant Credential Letters on organization letterhead/ Contract Agreement/ Email &amp; VC/ Telephone conference from the authorized personnel from client organization. (Please provide scope of work for each of such contract/order)</p> <p>Out of the six areas mentioned above, mandatory experience is required in any two of following three areas:</p> <ol style="list-style-type: none"> <li>1. Net Banking,</li> <li>2. ATM/POS,</li> <li>3. Mobile Banking</li> </ol>	<p>Full fledged FRMS including the Core, Channels and employees is a completely new domain in India. Hence most of the Banks are either in the process of procurement or is under the process of implementation. Hence request the Bank to consider on this lines.</p> <p>Bank is requested to change "The bidder or the consortium members should have the experience of having implemented a Fraud Risk Solution in:" to "The bidder or the consortium members should have the experience of having implemented or is under the process of implementation of a Fraud Risk Solution in:"</p>	Revised Eligibility criteria is attached
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50		The bank expects the bidder not to sub contract any of its services to fulfill his contractual obligations.	<p>Since consortium is allowed, hence the specific delegation of activities will be performed by such members of the consortium with back to back SLA that the front end bidder is exposed to with the Bank.</p> <p>Request Bank to remove this clause and rewrite as "The Bidder and its declared consortium is to perform on the overall Scope of Work to fulfill the bidders contractual obligations through back to back contracting"</p>	Revised Eligibility criteria is attached
51		Addition of eligibility clause	<p>The average annual turnover / revenue of OEM should be greater than INR 100 Crores in IT (information technology) products, services during the past 3 financial years (2014-15, 2013-14, 2012-13) for their India Operations.</p>	Revised Eligibility criteria is attached

52		Addition of eligibility clause	<p>The proposed solution should be a part of Category Leaders of Chartis RiskTech Quadrants® for enterprise fraud technology Solutions, AML &amp; transaction monitoring solutions for the year 2014 or latest for all channels mentioned above.</p> <p>Supporting - Copy of the Report of Chartis for financial crime including anti-fraud / equivalent Gartner report</p>	Revised Eligibility criteria is attached
53		Additional instruction to Bidder	<p>Wherein Bidder do not possess previous experience of implementing the proposed solution:</p> <p>The OEM shall depute one Technical engineer who is having sufficient experience of implementing the solution in Banking environment to guide, supervise and monitor the implementation by the Bidder.</p>	Revised Eligibility criteria is attached
54		Additional instruction to Bidder	<p>The Bidder and its declared consortium should ensure OEM participation during the project implementation and produce teaming agreement with OEM with the scope of work agreed between Bidder and OEM.</p>	Revised Eligibility criteria is attached

55		Authentication techniques (existing and to be proposed)	<p>Please clarify what authentication tool is existing in Bank and how it is deployed. Is Bank already using 2FA for card bank expecting SI to only transactions and Biometric integrate with bank' s existing authentication for CBS - Finacle users. authentication server or to New authentication platform may be position a Two factor deployed by the Bank in future also. authentication separately. The proposed FRMS solution shall be integrated with existing authentication tools used. Bidder shall also propose solution - is a 2FA solution with new authentication tools enabling the adaptive authentication bank in detection as well as prevention needed. How is authentication of fraudulent transactions. and authorization flow thought/anticipated to happen by the bank</p>	
56		Bidder should demonstrate /present the proposed the present solution and also arrange for the visits to the sites where their solution has been implemented, if requested by the Bank	<p>With enterprise fraud risk management solution implementation being a relatively new phenomenon in Indian banks, we request to please delete the requirement of site visit</p>	Clause Stand as per the EOI



57		<p>We agree to abide by and fulfill all the terms and conditions of the EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI</p> <p>We accept all the Instructions and Terms and Conditions of the subject EOI</p>	<p>We submit that deviations be allowed to be submitted by us which can be discussed with Bank and mutually agreed</p>	<p>Clause Stand as per the EOI</p>
58		<p>Average annual turnover/ revenue of Bidder could not be less than Rs. 300 Crs.</p>	<p>To ensure bids from reputed bidders, we request to make this criteria to min. 500 cr.</p>	<p>Revised Eligibility criteria is attached</p>

59		<p>Bidder or consortium members should have experience of having implemented a Fraud Risk Solution in a. At least one Scheduled Bank (excluding Cooperative Banks &amp; RRBs) in India having a minimum Business turnover/ Business Mix (Advances + Deposits) of Rs.75,000 Crore as of last financial year or a Bank Abroad with minimum business turnover/ business mix (advances + deposits) of USD 12 bn as of last financial year</p>	<p>With enterprise fraud risk management solution implementation being a relatively new phenomenon in Indian banks, we request to please modify this criteria as the proposed FRMS solution should have been implemented in one Scheduled Bank (excluding Cooperative Banks &amp; RRBs) in India having a minimum Business turnover/ Business Mix (Advances + Deposits) of Rs.75,000 Crore as of last financial year or a Bank Abroad with minimum business turnover/ business mix (advances + deposit s) of USD 12 bn as of last financial year'</p>	Revised Eligibility criteria is attached
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60		<p>Bidder must have at least 10 skilled staff experienced in implementing at least one FRM Solution to be able to deliver and support the proposed solution</p>	<p>1. Please validate our understanding that staff experienced on FRM and closely related solutions implementations like Anti Money Laundering, Audit Mgmt, Channels implementation, data handling etc. would be acceptable.</p> <p>2. Also please validate our understanding that in case of a bidder proposing services of third party as mentioned in point 6 on pg 10 of EOI (clarifying response options), their resources will also be counted for this purpose</p>	<p>Revised Eligibility criteria is attached</p>
61		<p>By responding to this EOI, the bidder are stating unconditional acceptance to the terms and conditions as laid out by the Bank in the EOI and any addendum if issued later and agreeing to submit the bid in response to the detailed RFP to be released for the purpose of the SOLUTION</p>	<p>There might be some clarification on the RFP Terms and Conditions that would be sought once the RFP is issued to the bidders. We request Bank to consider those mutual discussion</p>	<p>After issuance of RFP, Prebid queries may be submitted by the bidders responding to EOI</p>

62		<p>The Fraud detection is done real time and the decision impacts the authorization of the In-flight transaction</p>	<p>Need to understand bank's expectation. Does the bank only want to know/learn/improve basis online frauds or also to abort the same (i.e in-flight transactions established as frauds). How does this impact existing and new merchants of the bank. Kindly share detail policies of the bank related to Fraud</p>	<p>Bank will evaluate the EOI response submitted by the bidders and presentations given and accordingly further details will be made available in the RFP</p> <p>Bank may modify the debit cards usage and POS transaction monitoring requirement in the scope of FRMS and the same will be mentioned in the RFP.</p>
63		General	<p>What is the current process of fraud management? How does bank work/react when a fraud occurs. Are there any rules/alerting built at least partly in any applications. Pls elaborate</p>	<p>Presently some fraud risk monitoring system is available for the ADC channels and in House monitoring tools are available to monitor the CBS exceptional transactions</p>
64	Page no-14, Clause 8.b	<p>Bid Security (EMD): The Bidder shall furnish a Bid security of Rs. 25,00,000/- (Rupees Twenty Five Lacs Only) by way of demand draft or pay order in favour of "UCO BANK" payable at Kolkata to be submitted along with the Bid.</p>	<p>We submit that EMD is generally required at the RFP stage and not the EOI stage. Hence, we request for removal of this requirement.</p>	<p>The subject clause stand deleted (bidders are not required to submit Bid Security at this stage)</p>

65		<p>The Bidder will be the single point of contact/reference to the Bank. The Bank will enter into agreement with the Selected Bidder only. However, the Bidder as well as other Partners/Associates/Consortium members/OEMs must confirm to the Bank that they are willing to enter into back to back agreement that is in conformity with the deliverables with other service/uptime commitments the Bidder makes to the Bank under the contract to be entered into. If requested the Selected Bidder must share a copy of the back to back agreement with Bank and the Bidder should submit an undertaking letter as per ANNEXURE I: COVERING LETTER FORMAT supporting the same.</p>	<p>We submit that since the Bidder will be the single point of contact to the Bank, the requirement of sharing copy of the back to back agreement with Partners/Associates/Consortium members/OEMs is not relevant and should be removed.</p>	<p>Clause Stand as per the EOI</p>
66		<p>The bid would be a consortium bid if:</p> <p>The Bidder is proposing (as part of the solution) some products/services, which are not owned by him;</p> <p>The bank expects the bidder not to sub contract any of its services to fulfill his contractual obligations.</p>	<p>We intend to submit the bid as a single prime bidder, involving certain subcontractors to provide services on prime-sub basis. Hence, we request that our bid should not be considered as consortium bid.</p>	<p>Revised Eligibility criteria is attached</p>

67		<p>Eligibility Criteria</p> <p>The bidder must be a company incorporated in India and operating for 5 years as on the date of EOI</p> <p>The average annual turnover/revenue of Bidder could not be less than Rs. 300 Crs. in IT (information technology) products, services and implementation during the past 3 financial years (2014-15, 2013-14, 2012-13)</p>	<p>We request Bank to consider that in case of separation of business, bidder can utilize the credentials and track record of its predecessor to fulfill the evaluation criteria (eligibility/pre-qualification and technical evaluation criteria), including year of operations</p>	<p>Predecessor's credentials may be used for fulfilling the eligibility criteria. However, a joint undertaking shall be submitted by the Bidder along with such predecessor company that in case the Bidder fails to execute the project as per the terms and conditions, the predecessor company will execute the project as per the terms and conditions of the EOI/RFP</p>
68		Eligibility Criteria	<p>We request you to make it 150 cr</p>	<p>Revised Eligibility criteria is attached</p>
69			<p>Can we show our global experience.</p>	<p>As per the Eligibility criteria experience of bidder in any FRM implementation in India is required</p>

70		The reference data will be instrumental for validating various type of transactions	What are the source and number of the reference data systems?	The indicative products and channels to be covered are mentioned in the scope of work. The Respective servers/switch will be the source system.
71		Online Mode: - The Fraud detection is done real time and the decision impacts the authorization of the In-flight transaction.	What kinds of transaction will be checked in the online mode? (non-monetary or monetary)	Bank will evaluate the EOI response submitted by the bidders and presentations given and accordingly further details will be made available in the RFP
72		Alert Management, Case Management, Rules Management, Workflow Management and reporting & dash boarding	Please elaborate the requirement related to these capabilities.	Please refer reply given in this context

73		<p>Data Upload / Interfacing Requirements: The solution should have the ability to interface with Authorization system/switch. Also bulk upload data facilities for different data requirements such as the Customer/Account/Card/merchant data/ negative list etc.</p>	<p>It seems that all of the external systems will be authorize users of this system, how this onboarding will happen? Will these users will be a part of banks existing user store?</p>	<p>The bulk upload will be made by few designated users of the Bank</p>
74		<p>Real time/online/Offline availability mode: The solution should have the capability to support 100% real-time scoring of authorization requests and pre authorization requests. In addition it should have the online /offline mode of running as well.</p>	<p>By ' authorization requests and pre authorization requests' are you pointing credit card authorization request? If not please elaborate. In case of the settlement scenario how the system will behave</p>	<p>Authorization requests and pre authorization request can be for any transaction system. Bank is having only debit cards at present.</p> <p>Bank may or may not add debit cards usage monitoring through FRMS and the same will be mentioned in the RFP</p>
75		<p>Fraud Model maturation pre-requisites: The solution should clearly state the requirements related to the frequency of the Data feed required for the optimal performance of the Fraud model.</p>	<p>Can you please elaborate this point?</p>	<p>The frequency of data feed to FRMS solution depends on the type of solution proposed by the Bidder and possibility of direct interfacing with the source system.</p> <p>Bank will see detailed presentations from the bidders/OEMs during the EOI response evaluation to have a better understanding of the FRM solutions available in the market and its features. Accordingly further Details will be shared at the RFP Stage.</p>



76		<b>Last Date and Time for Receipt of EOI- 29/06/2016 upto 3:00 P.M</b>		The last date for submission of bid documents for Expression of Interest (EOI) is extended up to <b>18.07.2016 upto 3:00 P.M.</b> Technical bids will be opened on <b>18.07.2016 at 3:30 P.M.</b>
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**Note: Addendum:**

1. REVISED ELIGIBILITY CRETERIA (PAGE NO-7,CLAUSE NO-4).
2. PRE CONTRACT INTEGRITY PACT (ANNEXXURE-X) - ADDITIONAL ANNEXURE.
3. NEW CLUSE ADDED IN EOI.

Bidders are informed that Bank has changed the "Eligibility Creteria (Page no 7, Clause no- 4)" Bidders are requested to use these revised Eligibility Creteria while submitting the bid. Apart from this please find additional Annexure-X and new clause added in EOI document.

**Date:18/06/2016**

Sr. No	Eligibility Criteria	Support Document Required
1	The bidder must be a company incorporated in India and operating for 5 years as on the date of EOI	Copy of Certificate of Incorporation and Certificate of commencement of Business (in case of Public Ltd Company) issued by the Registrar of Companies.
2	Bidder should not have been blacklisted by any Government organization/PSU/PSB during the last three years	Self-Declaration as a part of Covering letter in Annexure-I
3	The average annual turnover/ revenue of Bidder could not be less than Rs. 100 Crs. during the past 3 financial years (2014-15, 2013-14, 2012-13)	i. Certified/Audited P & L and Balance Sheets for last 3 financial years (2014-15, 2013-14, 2012-13) ii. Certificate from the Chartered Accountant mentioning the Global IT Annual Turnover of last 3 financial years along with average for last 3 financial years. (2014-15, 2013-14, 2012-13)
4	The Bidder must have positive net worth during the last 3 financial years (2014-15, 2013-14, 2012-13)	Copy of certified/ audited profit and loss statement and Balance sheet for the last 3 financial years to be submitted as a proof by the bidder indicating the positive net worth of Bidder
5	<p>The bidder should have the experience of having implemented or in the process of implementation a Fraud Risk Solution in:</p> <p>a. At least one Scheduled Bank (excluding Cooperative Banks &amp; RRBs) in India having a minimum Business turnover/ Business Mix (Advances + Deposits) of Rs.75,000 Crore as of last financial year or a Bank Abroad with minimum business turnover/ business mix (advances + deposits) of USD 12 bn as of last financial year</p> <p>AND</p> <p>b. Minimum four of the following areas:</p> <ol style="list-style-type: none"> <li>1. Cards/ Online Payments</li> <li>2. Net Banking</li> <li>3. ATM/ POS</li> <li>4. Liability Products</li> <li>5. Branch Banking</li> <li>6. Mobile Banking</li> </ol> <p>Out of the six areas mentioned above,</p>	Relevant Credential Letters on organization letterhead/ Contract Agreement/ Email & VC/ Telephone conference from the authorized personnel from client organization. (Please provide scope of work for each of such contract/order)

	<p>mandatory experience is required in any two of following three areas:</p> <ol style="list-style-type: none"> <li>1. Net Banking,</li> <li>2. ATM/POS,</li> <li>3. Mobile Banking</li> </ol>	
6	<p>The Bidder/OEM/Partner/Associates whose Software is proposed to be supplied to the Bank must have presence in India and should be able to support the project in Kolkata during the contract period</p>	<p>Self Declaration to be submitted in company letter head</p>
7	<p>The proposed EFRM solution should cover all areas listed below:</p> <ol style="list-style-type: none"> <li>1. Cards/ Online Payments</li> <li>2. Liability Products</li> <li>3. Net Banking</li> <li>4. ATM/ POS</li> <li>5. Branch Banking</li> <li>6. Mobile Banking</li> </ol> <p>All products proposed as a part of the above solution should have been implemented and running in at least one Scheduled Bank (excluding Cooperative Banks &amp; RRBs) in India having a minimum Business turnover/ Business Mix (Advances + Deposits) of Rs.75,000 crore as of last financial year <b>OR</b> a Bank Abroad with minimum business turnover/ business mix (advances + deposits) of USD 12 bn as of last financial year, in the areas for which these have been proposed.</p>	<p>Relevant Credential Letters on organization letterhead/ Contract Agreement/ Email &amp; VC/ Telephone conference from the authorized personnel from client organization. (Please provide scope of work for each of such contract/order)</p>

**PRE CONTRACT INTEGRITY PACT****General**

This pre-bid pre-contract Agreement (hereinafter called the *Integrity Pact*) is made on.....day of the month of....., 20\_\_ between, on one hand **UCO BANK**, a body corporate constituted under The Banking companies (Acquisition & Transfer Act of 1970), as amended by The Banking Laws (Amendment) Act, 1985, having its Head Office at 10, Biplabi Trailokya Maharaj Sarani, Kolkata-700001 {hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s.....represented by Shri.....,..... (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment/item) and the BIDDER/Seller is willing to offer/has offered the stores and

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a .....Department performing its functions on behalf of **UCO BANK**.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BUYER to obtain the desired said stores/equipment at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

**Commitments of the BUYER**

**Ref No. UCO/DIT/EOI/154/2016-17 dated 30.04.2016**

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

### **Commitments of BIDDERS**

3. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
  - 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
- 3.3 BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the BUYER that the BIDDER has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

- 3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.
- The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- 3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

#### **4. Previous Transgression**

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER'S exclusion from the tender process.
- 4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

#### **5. Earnest Money (Security Deposit)**

- 5.1 While submitting commercial bid, the BIDDER shall deposit an amount **(to be specified in RFP)** as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:

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- (i) Bank Draft or a Pay Order in favour of \_\_\_\_;
- (ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
- (iii) Any other mode or through any other instrument (to be specified in the RFP).

5.2 The Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact

5.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

## **6. Sanctions for Violations**

6.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-

- (i) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
- (ii) The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- (iii) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- (iv) To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Base Rate



of UCO Bank, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilised to recover the aforesaid sum and interest.

- (v) To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- (vi) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- (vii) To debar the BIDDER from participating in future bidding processes of the UCO Bank for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- (viii) To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- (ix) In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.

- (x) Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 6.2 The BUYER will be-entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 6.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **7. Fall Clause**

- 7.1 The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PS U and if it is found at any stage that similar product/systems or sub systems was supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded.

## **8. Independent Monitors**

- 8.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given).
- 8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 8.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

- 8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.
- 8.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties/The parties will offer to the Monitor the option to participate in such meetings.
- 8.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic Situations.

#### **9. Facilitation of Investigation**

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

#### **10. Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

#### **11. Other Legal Actions**

**Ref No. UCO/DIT/EOI/154/2016-17 dated 30.04.2016**

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

## **12. Validity**

12.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.

12.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

**13.** The parties hereby sign this Integrity Pact at -----on-----.

BUYER

BIDDER

Name of the Officer:

Authorised Signatory:

Designation:

Deptt:

Witness

Witness

1.

1.

2.

2.

## **NEW CLAUSE ADDED IN EOI**

### **Signing of Integrity Pact**

Central Vigilance Commission (CVC) vide circular no. 015/VGL/012/-276469 dated 25.02.2015 has directed adoption of Integrity pact in Public Sector Banks.

Integrity Pact essentially envisages an agreement between the prospective vendors/Bidders and the buyer committing the persons/officials of both the parties not to exercise any corrupt influence on any aspect of the contract. Only those vendors/bidders who have entered into such an integrity pact with the buyer would be competent to participate in the bidding. In other Words, entering into this pact would be a preliminary qualification. The integrity pact in respect of a particular contract would be effective from the stage of invitation of bids till the complete execution of the contract.

Independent External Monitors (IEMs) for UCO Bank will be selected by CVC and the same is in process and will be informed once the selection process is completed. Format of Integrity Pact to be submitted along with the technical bid is enclosed.