



**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**

Sl.No	RFP reference	RFP/corrigendum/Addendum Clause	Modified Clause
1	Annexure- VIII (Masked Commercial Bid Format)	Please refer file named as "Commercial Bill of Material" (attached along with the corrigendum)	Please refer revised format of "Commercial Bill of Material" (attached along with the corrigendum)
2	Annexure- IX (Commercial Bid Format)	Please refer file named as "Commercial Bill of Material" (attached along with the corrigendum)	Please refer revised format of "Commercial Bill of Material" (attached along with the corrigendum)
4	Annexure XXIV :- Resource Experience Data Scientist	a) M.Tech / B.Tech / MSc in Artificial Intelligence / Computer Science / Analytics / Statistics / Applied Economics b) Minimum 3 years of experience in data science related areas c) Professional certification in data science and big data, or participation in minimum 4 client projects in data science, each of duration not less than 6 months d) Hands-on software development and	a) M.Tech / B.Tech / MSc in Artificial Intelligence / Computer Science / Analytics / Statistics / Applied Economics b) Minimum 3 years of experience in data science related areas and Participation in minimum 2 client projects in data science, each of duration not less than 6 months c) Hands-on software development and experimentation skills in environments like R / Scala / Python / H2O / MatLab d) Software development experience e) Good verbal and written communication skills

		<p>experimentation skills in environments like R / Scala / Python / H2O / MatLab</p> <p>e) Research exposure, as shown by conference publications / patent applications</p> <p>f) Software development experience</p> <p>g) Good verbal and written communication skills</p>	
5	Annexure XXIV :- Resource Experience Senior Data Scientist	<p>a) PhD / MTech / MS in Artificial Intelligence / Computer Science / Analytics</p> <p>b) Minimum 5 years of experience in data science related areas Professional certification in data science and big data</p> <p>c) Participation in at least 3 enterprise data science projects</p> <p>d) Experience of team management</p> <p>e) Experience / certification in Agile / Scrum project management</p> <p>f) Hands-on software development and experimentation skills in environments like R / Scala / Python / H2O / MatLab</p> <p>g) Proven research expertise, as demonstrated by international publications / patent applications / primary developer of novel open source software components</p> <p>h) Software project management experience</p> <p>i) Expertise with scalable machine learning tools like H2O / Mahout / Spark</p>	<p>a) PhD / B.tech/ MTech / MS in Artificial Intelligence / Computer Science / Analytics</p> <p>b) Minimum 5 years of experience in data science related areas</p> <p>c) Participation in at least 3 enterprise data science projects Experience of team management</p> <p>d) Hands-on software development and experimentation skills in environments like R / Scala / Python / H2O / MatLab</p> <p>e) Software project management experience</p> <p>f) Expertise with scalable machine learning tools like H2O / Mahout / Spark ML</p> <p>g) Experience with training and mentoring new data scientists</p> <p>h) Proven client interfacing skills, excellent verbal and written communication skills</p>

		<p>ML</p> <p>j) Experience with training and mentoring new data scientists</p> <p>k) Proven client interfacing skills, excellent verbal and written communication skills</p>	
6	1.15 Environments	<p>Logical separation / Virtualization for Test, Dev and Training can be done in a dedicated non-production environment. The bidder should note that the production and non-production environment should be physically separate. The licenses should be provided to meet the requirements of the contract, during the period of contract.</p>	<p>Logical separation / Virtualization for Test, Dev and Training can be done in a dedicated non-production environment. The bidder should note that the production and non-production environment should be physically separate <b>however for a common storage may be proposed for production and Non-Production environment with different LUN/volumes.</b> The licenses should be provided to meet the requirements of the contract, during the period of contract.</p>
7	Backup Solution	<p>Bidder needs to propose a new backup solution which needs to be in compliance with the Technical specification mentioned in the functional &amp; technical specifications. Bidder needs to Supply, install, implement and provide AMC/ATS support for new back-up solution for the period of contract. The new backup software will be used for the doing backup of the DB, Operating system &amp; Application. Bidder need to proposed capacity-based license for the new backup solution as per the below details:</p>	<p>Bidder needs to propose a new backup solution which needs to be in compliance with the Technical specification mentioned in the functional &amp; technical specifications. Bidder needs to Supply, install, implement and provide AMC/ATS support for new back-up solution for the period of contract. <b>Bidder needs to factor 80 cartridges for the project, any additional cartridges will be provided by the Bank.</b> The new backup software will be used for the doing backup of the DB, Operating system &amp; Application. Bidder need to proposed capacity-based / <b>Host-Based</b> license for the new backup solution as per the below details:</p>
8	Annexure VII – Point 116	<p>The backup licenses should be capacity based for the proposed solution for DC for the contract duration</p>	<p>The backup licenses should be capacity based / <b>Host Based</b> for the proposed solution for DC for the contract duration</p>
9	3. ELIGIBILITY CRITERIA	<p>It is clarified that bidder can quote application module like Data Analytics, Model Building, and Reporting etc. as per RFP by forming consortium for participating in the bid process.</p>	<p>It is clarified that bidder can quote application module like Data Analytics, Model Building, and Reporting etc. as per RFP either by forming consortium or by taking a MAF as per the format mentioned in the RFP for participating in the bid</p>

			process. It is not mandatory that quoted application module like Data Analytics, Model Building, and Reporting etc. from single OEM
10	Addition	New Clause	<b>Adherence to Terms &amp; Conditions:</b> The bidders who wish to submit responses to this RFP should abide by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the respondents, such responses may be disqualified and may not be considered for the selection process.
11	Annexure III	Original Solution Developer (OSD)	<b>Deleted</b>
12	2. TECHNICAL EVALUATION	Data Analytics Implementation Experience: Maximum of 5/ Minimum of 1 reference can be provided of which at least one should be of a scheduled commercial bank within India. a) Each Reference for successful implementation is given a score of 25 marks. [i.e. Max of 125 marks: i.e. 5 (reference)*25 (marks per reference)] for successful implementation in any scheduled commercial Bank. Format for submitting reference: b) For under implementation, score of 15 Marks per reference (Max Marks 75 (i.e. 5 (reference)*15 (marks per 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.	Data Analytics Implementation Experience: Maximum of 5/ Minimum of 1 reference can be provided <b>within India</b> of which at least one should be of a scheduled commercial bank within India. a) Each Reference for successful implementation is given a score of 25 marks. [i.e. Max of 125 marks: i.e. 5 (reference)*25 (marks per reference)] for successful implementation in any scheduled commercial Bank. Format for submitting reference: b) For under implementation, score of 15 Marks per reference (Max Marks 75 (i.e. 5 (reference)*15 (marks per 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.
13	1.3 Metadata	The bidder should provide metadata of the solution across below divisions: a. Process Metadata - EDW system status should be published on the bank portal which	The bidder should provide metadata of the solution across below divisions: a. Process Metadata:- The tool should allow monitoring and managing the availability and overall health of the servers

		<p>may include BI performance data, processing and response time and data regarding other process tasks. It should also publish details about individual access to reports, dashboards and scorecards.</p> <p>b. Technical Metadata - It includes definition of all entities and attributes &amp; information about all the data warehouse tables. Source of data and data type should also be published along with information about data flow from data sources to reports and dashboards.</p> <p>c. Business metadata - It should capture all the information about business domains which includes definition of KPIs, dashboards. Information about how each KPI was derived from input sources should</p>	<p>and services in its environment. A variety of metric data, in both numeric and graphic format, detailed information about the operation of each resource should be made available. For example, one can view the number of clients for each resource, as well as data about CPU and memory usage.</p> <p>System Integrator may utilize performance metric from all the tools and publish dashboard/ report or populate it on web portal.</p> <p>b. Technical Metadata :- The proposed tool should store metadata of all entities and attributes within its ecosystem and should be able to perform impact analysis/ reverse impact analysis of any data element (within its ecosystem) right from ingestion of data till its usage. The tool should provide metadata around data type, source of data and other profiling metrics.</p> <p>c. Lineage: - The tool should also allow viewing the data lineage and support visualizing the relationships between objects within its ecosystem. Users should be able to see lineage of most important KPIs. (example: data source, last modified, relationships etc. )</p>
14	Annexure VII – Point 19	The solution must permit import of third- party analytic models using Predictive Modelling Markup Language (PMML).	The proposed solution should support deployment of models in third party applications using the model score codes, scheduled jobs and REST APIs.
15	Annexure – XXVII	Proforma For Deed Of Indemnity	<b>Deleted</b>
16	Part-V <b>21. Indemnity</b>	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	In consideration of the Bank having agreed to accept our offer in terms of Request for Proposal No. DIT/BPR&BTD/OA/1289/2020-21 Dated: 23.11.2020, We the Vendor herein doth hereby agree and undertake that we shall indemnify and keep indemnified the Bank including its respective Directors, Officers and Employees, from and against any

	<p>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>Vendor shall further indemnify the Bank against any loss or damage to the Bank premises or 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</p>	<p>claims, demands, actions, proceedings, damages, recoveries, judgments, costs, charges liabilities, losses arising out of all kinds of accidents, destruction, deliberate or otherwise, violation of applicable laws, regulations, guidelines and/or environmental damages, if any, during the contract period or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said RFP and any damage caused from and against all suits and other actions that maybe instituted or preferred against the Bank or which the Bank may have to bear, pay or suffer directly or indirectly due to omission or commission of any act on our part and/or on the part of our employees, representatives, agents and/or associates, sub-contractors in performance of the obligations enumerated under the said Request for Proposal.</p> <p>We the Vendor further irrevocably and unconditionally agree and undertake to hold the Bank harmless, indemnify and keep the Bank indemnified from any of its following acts and deeds, irrespective of the value, genuineness or enforceability of the aforesaid Contract/Agreement or insolvency, bankruptcy, reorganization, dissolution, liquidation or change in ownership of UCO Bank or us or any other circumstance whatsoever which might otherwise constitute a discharge of the Vendor:</p> <p>a) material breach of any of the terms of the RFP/ SLA or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the service provider under these presents and/or Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement;</p> <p>b) infringement of any intellectual property right, patents,</p>
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		<p>or software or deliverables at all points of time, provided however,</p> <ol style="list-style-type: none"> <li>the Bank notify the vendor in writing immediately on becoming aware of such claim,</li> <li>the Vendor has sole control of defense and all related settlement negotiations,</li> <li>the Bank provides the Vendor with the assistance, information and authority reasonably necessary to perform the above, and</li> <li>The Bank does not make any statement or comments or representations about the claim without prior written consent of the Vendor, except under due process of law or order of the court.</li> </ol> <p>It is clarified that the vendor shall in no event enter into a settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the Bank (and/or its customers, users and service providers) rights, interest and reputation. Vendor shall be responsible for any loss of life, etc., due to acts of Vendor's representatives, and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk. Vendor should take full responsibility for its and its employee's actions.</p>	<p>trademarks, copyrights or breach of confidentiality obligations etc., including any claims of infringement of any third-party copyright, patents or other intellectual property and/or any third-party claims on the Bank for malfunctioning of the equipment, software or deliverables or usage of any license, or such other statutory infringement in respect of all components provided to fulfil the scope of work under these presents and/or Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement;</p> <p>c) for any loss or damages caused to the Bank's premises or property, loss of reputation &amp; loss of life etc., solely attributable due to the acts of the Vendor/Vendor's employees, representatives, agents and/or associates;</p> <p>d) non-compliance of the Vendor with the applicable laws and/or statutory obligations, if any, in performing its duties as a service provider under the said Request for Proposal and Service Level Agreement/Contract/Master Service Level Agreement;</p> <p>e) Negligence or gross misconduct attributable to the Vendor, its employees, representatives, agents and/or associates or any liabilities which pose significant risk;</p> <p>We shall not enter into any settlement, compromise or make any statement (including failure to take appropriate steps) that may be detrimental to the rights, interest and reputation of the Bank (and/or its customers, users and service providers).</p> <p>All indemnities shall survive notwithstanding the expiry or termination of Service Level Agreement/Contract/Master</p>
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		<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"> <li>• Non-compliance of the vendor with applicable Laws / Governmental Requirements, IP infringement ;</li> <li>• Negligence or gross misconduct attributable to the Vendor, its employees, and agents</li> <li>• Breach of any terms of RFP, Representation or Warranty</li> <li>• Act or omission in performance of service.</li> </ul> <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>Service Level Agreement and we shall continue to be liable under the indemnities.</p> <p>Any notice, request or other communication to be given or made under this indemnity shall be in writing addressed to either Party at the address stated in the previously mentioned Agreement/Contract.</p> <p>We hereby declare that this Indemnity is in addition to the Liquidated Damages as provided in these presents.</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.</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>The vendor shall not indemnify the Bank for</p> <p>i. Any loss of profits, revenue, contracts, or</p>	
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		<p>anticipated savings or</p> <p>ii. Any consequential or indirect loss or damage however caused,</p> <p>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>	
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**(Tender offer forwarding letter)**

Tender Ref. No.: DIT/BPR&BTD/OA/1289/2020-21

Date: 23/11/2020

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

Dear Sir,

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

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

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

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

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

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

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

We enclose the following:

1. Tender Fee of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ Only) dated \_\_\_\_\_. Vide UTR No/Txn Id \_\_\_\_\_.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2021.

Signature: \_\_\_\_\_

(In the Capacity of) \_\_\_\_\_

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



**Place.**

**AUTHORISED SIGNATORY**

**Date.**


**Name:**

**Designation.**

**SELF DECLARATION - SIZING OF HARDWARE**

To  
The Deputy General Manager  
DIT, BPR & BTD  
UCO Bank, Head Office  
5th Floor, 3&4, DD Block, Sector-I  
Salt Lake, Kolkata -700064  
Dear Sir,  
Sub: Self Declaration – Sizing of Hardware

Ref: UCO Bank RFP Ref. No HO/DIT, BPR&BTD/OA/1289/2020-21 dated 23.11.2020 Supply, Installation, Implementation, Post-Implementation Onsite Operations and Support of End to End Data Analytics and Business Insights Solution

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

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

Signature of Authorized Official

**Name and Designation with Office Seal**

**Place:**

**Date:**



**UCO Bank**  
**Honours Your Trust**

**NOTICE TO THE BIDDERS**

**11.05.2021**

**Sub: Extension of Bid Submission date in respect 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, RFP Ref No: DIT/BPR&BTD/OA/1289/2020-21 Date: 23/11/2020.**

The last date for submission of bid documents for "Request for Proposal (RFP) for Supply, Installation, Implementation, Post-Implementation, Onsite Operations and Support of End to End Data Analytics and Business Insights Solution" which was scheduled on **18.05.2021** is hereby extended **upto 28.05.2021 (4:00 P.M.)**. Technical bids will be opened on **28.05.2020 at 4:30 P.M.**

**Department of Information Technology**  
**Head Office, Kolkata**