



UCO BANK

RISK MANAGEMENT DEPARTMENT
H.O. - 1, 4TH FLOOR, 10, B.T.M. SARANI,
KOLKATA - 700 001

REQUEST FOR PROPOSAL (RFP)
for Implementation of
Credit Risk and Operational Risk Management Systems
for Advanced Approaches under BASEL-II

RFP REF No. : RM/1699/2010-11

Date : 10/01/2011

The information provided by the Bidder in response to this Request For Proposal (RFP) will become the property of UCO BANK and will not be returned. The Bank reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the Bidder and such amendments will be binding upon them. The Bank also reserves its right to accept, reject or cancel any or all responses to this RFP without assigning any reason whatsoever.

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Table Of Index

Sl. No.	Particulars	Page No.
1.	Bid Details - Control Sheet	4
2.	Introduction	5
3.	Eligibility Criteria For The Bidder	6
4.	Broad Scope Of Work And Deliverables	7
5.	Pre-Bid Meeting	12
6.	Payment Terms	13
7.	Paying Authority	14
8.	Warranty	14
9.	Annual Maintenance Contract	16
10.	Maintenance Standard During Warranty & Post Warranty Maintenance	16
11.	Tender Document And Fee	17
12.	Earnest Money Deposit	17
13.	Performance Bank Guarantee	18
14.	Submission Of Offer -Two Bid System	18
15.	Erasures Or Alterations	19
16.	Language Of Bid	19
17.	Bid Opening And Evaluation Criteria	19
18.	Clarification Of Offers	22
19.	Contract Period	22
20.	Order Cancellation (Termination)	23
21.	Award of Contract	23
22.	Consequences Of Termination	25
23.	Liquidated Damages	25
24.	Acceptance Tests	25
25.	Disaster Recovery Mechanism	26
26.	Insurance	26
27.	Audit By Third Party	26
28.	Penalty	26
29.	Dispute Resolution Mechanism	27
30.	Jurisdiction	28
31.	Notices	28
32.	Authorized Signatory	28
33.	Cancellation Of Tender Process	28
34.	Publicity	28
35.	Force Majeure	29
36.	Confidentiality	29
37.	Conflict of Interest	29

Table Of Index

Sl. No.	Particulars	Page No.
38.	Non-Transferable Offer	29
39.	Period Of Validity Of Bid	30
40.	Schedule Of Implementation	30
41.	Address Of Communication	30
42.	Preliminary Scrutiny	30
43.	No Commitment To Accept Lowest Or Any Offer/Bid	30
44.	Format For Technical Offer/Technical Bid	31
45.	Format For Commercial Offer	31
46.	Signing Of The Bid	31
47.	Costs Of Preparation & Submission Of Bid	31
48.	Ownership And Retention Of Documents	32
49.	Exerting Undue Influence	32
50.	Execution of Non-Disclosure Agreement	32
51.	Patent Rights	32
52.	Inspection and Quality Control Tests	32
53.	Manual/Documentation	33
54.	Training	33
55.	Change Orders	34
56.	Annexure I	35
57.	Annexure II-A	36
58.	Annexure II-B	38
59.	Annexure III-A	39
60.	Annexure III-B	42
61.	Annexure III-C	54
62.	Annexure IV	63
63.	Annexure V	64
64.	Annexure VI	68
65.	Annexure VII	73
66.	Annexure VIII-A	74
67.	Annexure VIII-B	74
68.	Annexure IX	75
69.	Annexure X	76

1. Bid Details – Control Sheet Table

1.	Date of commencement of sale of Bidding Document	10 - 01-2011
2.	Last date and time for sale of Bidding Documents	16 - 02 - 2011 up to 3.00 PM.
3.	Pre-Bid meeting	31 - 01 - 2011 at 11.30 AM.
4.	Last date, time & Venue for submission of Bid Documents	16 - 02 - 2011 up to 4.00 PM at : UCO Bank Risk Management Department 4th Floor, 10, B.T.M. Sarani Kolkata - 700 001 (Bid documents should be dropped in the Tender Box, kept at 4th Floor)
5.	Date and Time of Technical Bid & Commercial Bid Opening	a. Technical Bid - 16 - 02 - 2011 at 4.30 PM b. Date of Commercial Bid opening will be intimated to the bidder/s qualifying in Technical Bid.
6.	Place of opening of Bids	UCO BANK Head Office, Risk Management Department 4th Floor, 10, B.T.M. Sarani Kolkata - 700 001
7.	Address for communication	Assistant General Manager (Risk Management) UCO Bank, Head Office, Risk Management Department 4th Floor, 10, B.T.M. Sarani Kolkata - 700 001 E-mail: horm.calcutta@ucobank.co.in Tel. No.: 033 – 2234 2987 Fax No.: 033 – 2235 1177
8.	Cost of RFP document	₹12,000/- (Rupees Twelve Thousand Only) in the form of Demand Draft in favour of UCO Bank payable at Kolkata. The DD should be submitted along with the Technical Bid.

Note: Bids will be opened in presence of the bidder's representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of bids is declared a holiday in West Bengal, the bids will be received till the specified time on next working day and will be opened at 4.30 PM on the next day.

2. INTRODUCTION

UCO Bank, a body corporate, established under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970, is one of the leading public sector Banks in India having more than 2150 branches, spread all over the country. Bank has deployed Finacle (version 7.0.19) as a Core Banking Solution for all its Branches. The Bank is having its headquarter in Kolkata with 35 Zonal offices spread across the country. The Bank considers strong Risk Management processes to be one of the key differentiators in the ever changing competitive landscape.

UCO Bank (The Bank) invites Request for Proposal for a Turnkey Project for implementation of Credit Risk & Operational Risk Management System for advanced approaches under BASEL-II. The broad scope of the project envisages installation, customization, parameterization, implementation, validation of models and processes and maintenance of application software, system software, database, interfaces etc. as well as supply, installation & maintenance of related hardware at Primary and Disaster recovery data centers of the Bank, with training to Bank's designated personnel.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful bidder as identified by the Bank after completion of the evaluation process detailed in Clause 17.

2.1. BACKGROUND

The Bank has achieved compliance with the Standardised approach for Capital Computation as per the RBI guidelines. RBI has also indicated a tentative timeframe for Banks to apply to RBI seeking permission to migrate to advanced approaches of Capital Computation for all Risk areas (credit, market and operational risk). The Bank has been in the process of enhancing its Risk Management practices and believes that aligning such activities with the strategic aim of migration to advanced approaches would help achieve long term benefits. The Bank has already taken steps in this direction for Market Risk Management and this RFP is intended to invite Techno-Commercial Bids from eligible bidders to provide end-to-end solution for implementation of Credit Risk and Operational Risk Management system in consonance with advanced approaches under Basel-II.

2.2. OBJECTIVES

The Bank intends to augment its existing infrastructure for Credit Risk and Operational Risk Management framework to enable migration to IRB and AMA approaches for Credit Risk and Operational Risk Management respectively. The process of enabling migration to advanced approaches would also lead to implementation of Risk Management Processes and Solutions that are aligned to global best practices and would help the Bank evaluate and manage its Risks better.

3. ELIGIBILITY CRITERIA FOR THE BIDDER

Only those Bidders who fulfill the following criteria are eligible to respond to the RFP. Offers received from the Bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

If required, bidder may form a consortium with other vendors. However bidder will be responsible for delivering the end to end solution and will be the single point of contact for The Bank. Eligibility criteria are applicable for bidder only.

3.1. All Bidders / Bid consortium partners should be a Public or Pvt. Ltd. company or a Public undertaking or a partnership firm, having its own establishment in India.

3.2. All Bidders / Bid consortium partners should be in existence for at least five years as on 31 March 2010 (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).

3.3. For Credit Risk:

1) The proposed credit risk solution should be implemented or under implementation in at least two public sector banks in India.

2) The proposed solution should have a module to support model validation and calibration as per requirements mentioned in 'BCBS working paper 14' available on BCBS website www.bis.org

3) The proposed solution should have mandatory integrated technology components including data integration, analytics and reporting.

4) The proposed solution have data repository which can support storing historical and current data for any credit risk analysis.

3.4. For Operational Risk:

1. The offered software solution should have been procured by least 2 public sector banks in India as detailed in RBI's guidelines communicated through IBA vide No. C&I/AMA/2010-11 dated 1st October 2010.

2. The proposed solution should have the necessary capability to implement AMA in its entirety and in compliance with the RBI guidelines which are expected shortly.

3. The vendor should have provided external loss data repository to at least 2 public sector banks in India. The solution vendor should be maintaining such records, adhering to strict data quality standards and have a process for periodic refresh.

3.5. The bidder should have average revenues in excess of ₹50 Cr. for the past 3 financial years i.e.2007-08, 2008-09 & 2009-10

3.6. The bidder should have made Net Profit (after all taxes etc.) during the last three financial years.

- 3.7. The bidder should have a net worth of ₹25 Cr in the last three (3) Financial years (Net worth is to be calculated as follows: Capital Funds (Paid up equity capital + Paid up Preference shares + Free reserves) – (Accumulated balance of loss + balance of deferred revenue expenditure + other intangible assets).
- 3.8. The bidder shall be the owner / certified or authorised agent / reseller / partner of the solution offered.
- 3.9. The bidder should have not been blacklisted at any time by the Central /any of the State Governments in India or any Financial Institutions in India.
- 3.10. The bidder should have an established set up with support of adequate IT staff to support the proposed solution and implementation.

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

4. Broad Scope of Work and Deliverables

The bidder is expected to work with the consultant(s) if employed by the bank at any stage.

4.1. IMPLEMENTATION OF CREDIT RISK MANAGEMENT SYSTEMS

The Bank is looking forward to procure a credit rating system and credit risk management system capable of supporting the capital computation requirements of Basel II and RBI.

The credit rating system needs to be flexible enough to support the Bank to define any kind of rating model/scorecard, such as statistical model, expert judgment and hybrid models. The credit rating system is expected to enable the following functions:

- Modify and enhance the existing rating models to make them BASEL-II compliant.
- Define multiple rating models and scorecards from a user interface without any need of programming or vendor support
- Support for dual dimensional rating for corporate borrowers
- Support for pooling, application and behavioral scoring for retail borrowers
- Capability to define rating workflow, generate audit trail, multiple approval ladder
- Capability to develop user defined reports and dashboards.

The credit risk management system is expected to support the following functions from a graphical user interface without any further requirement of programming or vendor support:

- Mapping of bank data elements to Basel II data elements such as asset class, product types, collaterals, guarantees etc from a graphical user interface.
- Specify risk weighted asset computation rules for all the asset classes (corporate, retail, bank, sovereign, specialized lending, equity, purchased receivables and securitization assets)
- Support developing the PD, LGD, EAD models as also support the mapping of PD or borrower ratings, LGD to facility ratings in case of non-retail.
- Support retail pooling through statistical and expert judgment methods.
- Support supervisory slotting criteria
- Quantitative model validation
- Multiple User defined reports and dashboards.

The detailed functional requirements for this system are outlined in Annexure III-A and III B

4.1.1. DATA REQUIREMENTS

Identification of data gaps and recommendations regarding sourcing the required data from CBS system / any other system for estimation of all parameters that are critical for Credit Risk Assessment and computation of capital required. The gap analysis should include identification of data required for estimation of Probability of Default (PD), Loss Given Default (LGD), Exposure at Default (EAD), effective maturity for facilities and internal estimates of Credit Conversion Factors (CCFs) and assist the Bank in acquiring such data as per mutually agreed roadmap.

To put in place 'Data Management Policy' for data management including the description of data elements to be captured for moving over to IRB approaches.

4.1.2. POLICY ENHANCEMENT

Enhancement of Bank's Policy on credit risk mitigation and collateral management to avail the benefit of IRB credit risk mitigants.

Governance framework relating to rating models including rating definitions, processes and criteria for assigning exposures to rating grades within the rating system, rating exceptions, rating reviews and management oversight of the rating process.

Validation of existing rating system and putting in place a framework for validating / enhancing the models in future.

Validation of policy covering both qualitative and quantitative aspects of model validation.

Framework for validation of internal rating models based on back testing.

4.1.3. METHODOLOGY FOR RETAIL POOLING

Assist the Bank to implement standard statistical methods for retail pooling and generation of retail pools. Assist the bank in identifying risk drivers for assigning exposures to the pool. Develop/put in place methods, processes which help the

bank in assigning each retail exposure (as defined by the bank to a particular pool). Estimation of PD, LGD and EAD for retail pools.

4.1.4. ADDRESS PILLAR II REQUIREMENTS COMPREHENSIVELY

To help Bank identify the material risks in its books, help define stress scenarios/ parameters, put in place statistical models for computation of capital requirement under Pillar-II. The methodology for the identification of the risks, computation of capital and stress testing under Pillar-II shall be as per extant RBI guidelines.

4.1.5. INTERNAL CAPITAL ADEQUACY ASSESSMENT PROCESS (ICAAP)

Validation of ICAAP policy/ ICAAP document (qualitative and quantitative aspects) of the Bank and suggest modifications/ improvements and provide econometric models for aggregation of capital under Pillar II risks as per the RBI guidelines.

4.1.6. WORKSHOPS AND HANDHOLDING FOR MIGRATION TO ADVANCED APPROACHES FOR CREDIT RISK

Provide adequate training on all aspects of the advanced approaches for assessment of Credit Risk and Pillar II methodologies. Provide adequate training on the systems implemented. Provide support for applying to RBI till obtention of accreditation for migration to IRB approaches for Credit Risk.

4.1.7. DOCUMENTATION

Vendor to provide model documentation, detailing of statistical/mathematical models used, theory, assumptions, empirical data used to estimate the model and the circumstances under which model will not work along with out of time and out of sample performance test. Vendor should also cover the documentation details of enhancements made to our existing models.

4.1.8. AUDIT LOG

Audit log of the changes made in assumptions, methodology, process, statistical model/ formulae used along with reasons/ logic for change should be available chronologically.

4.1.9. SCALABILITY

The system should have scalability to take care of any changes brought in by BASEL guidelines/Regulator

4.1.10. DATA / LIBRARY

Vendor to provide readily available industry level data/library relating to risk components namely PD, EAD, LGD and maturity for use by the bank at macro and granular level including peer group comparison and periodic updates of the same.

4.2. IMPLEMENTATION OF OPERATIONAL RISK MANAGEMENT SYSTEM

Help design/review/enhance the ORM framework in the Bank for implementing the TSA (both qualitative and quantitative requirements) and validate the existing framework put in place to map the gross income and loss data into 8 business lines and 7 loss event types and Implement an Operational Risk Management System (ORMS) comprising of the mathematical and statistical models, technological support systems, data and validation processes used to measure operational risk to estimate the regulatory capital and economic capital in terms of extant BCBS guidelines and shortly expected RBI guidelines on AMA.

1. Supply, installation, configuration, customization, implementation and maintenance/ support of an Operational Risk Management Solution (ORMS) in the Bank to meet the functional requirements as given in this RFP.
2. Impart training to the officials identified by the Bank in maintaining the solution and Database Administration.
3. To review and enhance the existing Operational Risk Management Framework in consonance with the AMA guidelines.

4.2.1. RISK AND CONTROL SELF ASSESSMENT (RCSA)

Facilitate development of Risk and Control Registers for material Risks that impact important business lines, geographic locations and operations which contribute significantly to the business. Design Risk and Control Self assessment process along with all the accompanying templates and guides for Bank staff to assess Risks and Controls in all products and processes of the Bank. The key business should include but not limited to: Treasury, Retail banking, Trade finance and corporate banking, Rural/Priority sector, IT, International Banking, Commercial Banking.

System to be implemented for Operational Risk Management should automate Risk and Control Self Assessment. Facilitate roll out of RCSA across a representative sample of Business Lines and Geographic locations through the implemented system. The system should support monitoring of progress achieved in RCSA and should enable analysis of the quality of data provided by the representative sample. Provide Recommendations regarding improvement of the RCSA quality.

4.2.2. KRI definition and monitoring process

Provide methodology/guidelines/attributes for identification of KRI in all business products and processes.

The Operational Risk Management system should help automate the definition of KRIs, allow for periodic capture of relevant KRI measurement related data and thus enable monitoring. The system should be flexible enough to allow configuration of different values for KRI attributes at the central, Zonal and branch level. E.g. the system should enable configuration of a different value for a KRI threshold at the Branch and then the Zonal level and should also provide framework for back testing of KRI.

4.2.3. Automate Loss Data Capture

The system to be implemented should automate capture of actual, near miss and potential loss events. There should be provision for capturing financial details related to the loss event and subsequent recoveries from different sources such as insurance, cash recovery etc. to estimate the gross and net loss. The system should support a maker-checker mechanism for capturing, reviewing and approving loss event information provided. The system should also support mapping of losses to Basel loss event types and Business Lines. The system should have a provision of data upload and allow scaling/upload of external loss data.

4.2.4. AMA Modeling

The Operational Risk Management system should have the provision for modeling frequency and severity of losses and should support modeling of Scenario and RCSA data. The system should allow users to select the appropriate distribution for frequency and severity of losses. Based on the distribution used for modeling frequency and severity, the system should generate the expected and unexpected loss estimates for Operational Risk. The unexpected loss estimate should be based on the Value at Risk framework as well as any other framework that is compliant with the Advanced Measurement Approach of Basel II. The system should support computation of capital requirement based on internal loss data, external loss data, scenario analysis and business environment & internal control factors.

4.2.5. ORM SYSTEM AND REPORTING

Putting in place a system for reporting operational risk profile, control effectiveness, losses trends and distribution by loss category and by business units, KRI trends and status of required actions to business unit management, senior management and to the Boards.

The system provides at least 10 dimensions of structures or hierarchies: Basic organization of the information onto any one or more of at least a selection of 10 hierarchy structures. (For example: business units hierarchy, process Structure, product Structure, risk library Structures).

System should provide Multi- Hierarchy Structure Management that permits data to be viewed and managed across more than one dimension.

4.2.6. RISK MITIGATION

The system should allow definition of corrective actions that need to be taken to mitigate identified risks. A mechanism of defining such actions, allocating it to specific business units / branches and monitoring of the same should also be provided.

4.2.7. WORKSHOPS AND HANDHOLDING FOR MIGRATION TO AMA APPROACH

Besides the User Training to be provided for the software, conduct training workshops to familiarize the RMD staff regarding the relevant frameworks for Operational Risk Management. Conduct workshops to sensitize representative business units / process / branch heads on the techniques for ensuring timely and quality event reporting.

Provide support for applying to RBI till obtention of accreditation for migrating to the AMA approach.

4.2.8. DOCUMENTATION

Vendor to provide model documentation, detailing of statistical/mathematical models used, theory, assumptions, empirical data used to estimate the model and the circumstances under which model will not work along with out of time and out of sample performance test.

4.2.9. AUDIT LOG

Audit log of the changes made in assumptions, methodology, process, statistical model/ formulae used along with reasons/ logic for change should be available chronologically.

4.2.10. SCALABILITY

The system should have scalability to take care of any changes brought in by BASEL guidelines/Regulator

4.2.11. DATA / LIBRARY

Vendor to provide readily available industry level data/library for use by the bank at macro and granular level and periodic updates of the same.

5. PRE-BID MEETING

The prospective bidders may like to attend a pre-bid meeting to be held as indicated in the Bid details - Control Sheet. Up to a maximum of 2 (two) authorized representatives of each prospective bidder will be permitted to attend the pre-bid meeting.

Bidders are requested to send their queries relating to RFP to our office by e-mail/ fax / speed post / courier, well in advance (latest by **25/01/2011 up to 5.00 p.m.**), so that the same could be discussed during the Pre-Bid meeting with interested Bidders. Further, at least 7 days time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the RFP contents/covenants by amendment. Clarification /amendment, if any, will be notified on Bank's website. No individual communication would be made in this respect.

The Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting.

Non-attendance at the Pre-bid Meeting will not be a cause for disqualification of a bidder.

6. PAYMENT TERMS

Terms of Payment will be as under:

6.1. No advance payment will be made.

6.2. **For Hardware, Operating System, RDBMS:**

(Please Refer Annexure VI - Table 2)

<ul style="list-style-type: none"> On delivery and installation and submission of invoice with proof of delivery and installation 	10 % of Total cost of Implementation for Hardware, RDBMS and System Software
<ul style="list-style-type: none"> On commissioning of Hardware, RDBMS, System Software, Communication equipments etc. and signing of UAT. 	60 % of Total cost of Implementation for Hardware, RDBMS and System Software
<ul style="list-style-type: none"> After completion of 1st year of warranty period 	10 % of Total cost of Implementation for Hardware, RDBMS and System Software
<ul style="list-style-type: none"> After completion of 2nd year of warranty period 	10 % of Total cost of Implementation for Hardware, RDBMS and System Software
<ul style="list-style-type: none"> After completion of 3rd year of warranty period 	10 % of Total cost of Implementation for Hardware, RDBMS and System Software

6.3. **For Credit and Operational Risk Management solution**

<ul style="list-style-type: none"> After 100% roll out and UAT of the each module 	70% cost of the respective module
<ul style="list-style-type: none"> After completion of 1st year of warranty for each module implemented 	10% cost of the respective module
<ul style="list-style-type: none"> After completion of 2nd year of warranty for each module implemented 	10% cost of the respective module
<ul style="list-style-type: none"> After completion of 3rd year of warranty for each module implemented 	10% cost of the respective module

Cost of respective module mentioned hereinabove includes 'Cost of services and software solution for credit risk management, and cost of services solution for operation risk management.' as mentioned in Annexure VI (Table – 1)

6.4. **AMC/ATS Charges:** (Please Refer Annexure VI - Table 3)

Total Cost of AMC/ATS shall be divided into eight equivalent parts, and each part shall be paid on quarterly arrear basis.

7. PAYING AUTHORITY

The payments as per the Payment Schedule covered hereinabove shall be paid by Risk Management Department, Head Office. However, Payment of the Bills would be payable, on receipt of advice/confirmation for satisfactory delivery/installation/re-installation, live running and service report from the concerned offices where the purchased hardware and software have been delivered and implemented. 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.

8. WARRANTY

- 8.1. The selected bidder should provide three years comprehensive onsite Warranty for proposed Credit Risk & Operational Risk Management Solutions, including hardware, software and associated services. The period of warranty will start from the date of signing off the UAT.
- 8.2. The selected bidder should agree that the proposed solution works as per the functional, technical and operational specifications.
- 8.3. The selected bidder should agree that as and when any problem arises, these are immediately rectified without any additional cost to The Bank.
- 8.4. The selected bidder should agree to make a provision of making emergency release of patches in case of some serious bugs or immediate requirements without any additional cost to The Bank.
- 8.5. The selected bidder should agree to supply and install such periodical releases after removal of all bugs reported till that date and also the other modifications carried out based on feedback received till that date without any additional cost to The Bank.
- 8.6. The selected bidder should agree that during the warranty period, the software will be kept up-to-date in terms of followings, without any additional cost to The Bank:
 - User suggestions and feedback.
 - Bugs removal and troubleshooting.
 - Maintenance and support for patches, version control and release.
 - Import data from any new input source to Credit & Operational Risk Management database as and when required.
 - Regular performance tuning of Credit Risk & Operational Risk Management solution and process optimization for users.
 - Regular backup of Credit Risk & Operational Risk Management software & database.
 - Data rectification, if required, on being caused due to any program malfunction or due to any other reason whatsoever.
 - Re-installation and configuration of software for Credit Risk & Operational Risk Management solution, database, etc. if required.

- 8.7. The bidder should agree that during the warranty period, they will provide the following operational support:
- On-site support including training and hand-holding to core Risk Management team at Head Office, Kolkata.
 - On-site Implementation support including training and hand-holding at Head Office and Zonal Offices.
 - Tuning and configuration of Hardware
 - Conducting regular server capacity analysis and take remedial measures as required
 - Conducting routine database assessments to ensure data quality and optimal data base performance
 - Conducting periodic assessments of the Credit Risk & Operational Risk Management Solution and/or its infrastructure to ensure that all the functional requirements are satisfied.
 - Determining when the Credit Risk & Operational Risk Management Solution and/or its infrastructure need to be upgraded, replaced, or retired as per user/regulator's requirements.
 - Installation, configuration of user specific various Master Tables.
 - The selected bidder is required to perform following user administration activities like creation of users, defining user authorization, granting of respective user rights and privileges.
 - Migration of data from existing system to new system, whenever required.
 - Assisting user to carry out live run.
 - Redress various operational problems.
 - Carry out various housekeeping works and explain the same to users.
- 8.8. The selected Bidder should guarantee that the equipments, including all components, delivered to The Bank are brand new.
- 8.9. The selected bidder warrants that the services provided under the contract shall be as per the Service level Agreement (SLA) between the bidder and Bank.
- 8.10. The Bank shall promptly notify the bidder in writing of any claims arising under this warranty.
- 8.11. Upon receipt of such notice, the bidder shall with all reasonable speed, repair/replace/reconfigure/re-provision the defective equipment or service, without prejudice to any other rights, which The Bank may have against the bidder under the contract.
- 8.12. If the bidder, having been notified, fails to remedy the defect(s) within a reasonable period as per section 28, the Bank may proceed to take such remedial action as may be necessary at the bidder's risk and expense and without prejudice to any other rights, which the Bank may have against the bidder under the contract.

- 8.13. The selected Bidder should also guarantee that all the software supplied by the Bidder is licensed and legally obtained.
- 8.14. The offer must include comprehensive on-site warranty of three-years from the date of installation, commissioning and UAT of the equipments including the replacement of spare parts for any reason.
- 8.15. Selected Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the offer.
- 8.16. Selected Bidder must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period Bidder shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to The Bank.
- 8.17. Warranty should not become void if Bank buys any other supplemental hardware from a third party and install it with these equipments. However, the warranty will not apply to such hardware items installed.

9. ANNUAL MAINTENANCE CONTRACT

- 9.1. The selected Bidder is required to maintain the Credit Risk & Operational Risk Management Solution and equipment supplied for at least 2 years after the expiry of warranty period. The same maintenance standards expected during warranty period are to be maintained during AMC period.
- 9.2. If any of the peripherals, components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no charges to The Bank, during the currency of warranty period and AMC.
- 9.3. Comprehensive on-site maintenance charges, for the post warranty period (for the 4th and 5th year), would form part of TCO (Total Cost of Ownership).

10. MAINTENANCE STANDARD DURING WARRANTY & POST WARRANTY MAINTENANCE

- 10.1. The selected bidder should ensure 99.00% uptime calculated on quarterly basis for Credit & Operational Risk Management Solution during warranty period and post warranty maintenance contract period. This will be subject to a ceiling of not more than 120 minutes for every occasion of outage. Selected Bidder is expected to submit this report within a week after expiry of every calendar quarter. Delays, if any, on account of procurement of spares will not be exempted while reckoning the uptime SLA. The request for support shall have to be attended by the Bidder even if the request is made over telephone/ SMS or by e-mail/fax.
- 10.2. In the event of failure of maintaining the uptime SLA (based on the report mentioned under point no. 10.1 above) liquidated damages of ₹20,000/- per hour would be levied.

10.3. Bank may recover such amount of liquidated damages from any payment being released to the Bidder, irrespective of the fact whether such payment is relating to this contract or otherwise.

11. TENDER DOCUMENT AND FEE

A complete set of tender document can be obtained from the following address during office hours on all working days on submission of a written application along with a non-refundable fee of ₹12,000/- (Rupees Twelve Thousands Only) in the form of Demand Draft or Banker's Cheque in favour of **UCO BANK**, payable at Kolkata .

Assistant General Manager
UCO BANK, Head Office
 Risk Management Department
 4th Floor, 10, B.T.M Sarani
 Kolkata-700 001
 Phone: 033 – 2235 2987
 Fax: 033 – 2235 1177
 Email: horm.calcutta@ucobank.co.in

The tender document may also be downloaded from The Bank's official website www.ucobank.com. The Bidder downloading the tender document from the website is required to submit a non-refundable fee of ₹12,000/- (Rupees Twelve Thousands Only) in the form of Demand Draft or Banker's Cheque in favour of UCO BANK, payable at Kolkata, at the time of submission of the technical bid, failing which the bid of the concerned Bidder will be rejected.

12. EARNEST MONEY DEPOSIT

The Bidder(s) must submit Earnest Money Deposit in the form of Demand Draft/Pay Order/Bank guarantee as per format given in Annexure-VII issued by Public / Private Sector Bank in India (other than UCO Bank), acceptable to the Bank, in favour of **UCO BANK** payable at Kolkata for an amount mentioned hereunder, on which no interest will be paid by the Bank:

Particulars of Job to be undertaken	EMD
Implementation of Credit Risk and Operational Risk Management Systems for Advanced Approaches under BASEL-II	₹10,00,000/-

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful Bidders will be returned to them on completion of the procurement process. The EMD of successful Bidder(s) will be returned on submission of Performance Bank Guarantee.

The Earnest Money Deposit may be forfeited under the following circumstances:

- If the Bidder withdraws its bid during the period of bid validity (180 days from the date of opening of bid).
- If the Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- In case of the successful Bidder, if the Bidder fails:

- To sign the contract in the form and manner to the satisfaction of THE BANK.
- To furnish performance Bank Guarantee in the form and manner to the satisfaction of THE BANK.

13. PERFORMANCE BANK GUARANTEE

The Bank will require the selected Bidder to provide a Performance Bank Guarantee, within 7 days from the date of acceptance of the order or signing of the contract whichever is earlier, for a value equivalent to 10% of the project cost (TCO). The Performance Guarantee should be valid for a period of 60 months. The Performance Guarantee shall be kept valid till completion of the project, Warranty and AMC/ATS period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected Bidder fails to submit performance guarantee within the time stipulated, the Bank, at its discretion, may cancel the order placed on the selected Bidder without giving any notice. Bank shall invoke the performance guarantee in case the selected Bidder fails to discharge their contractual obligations during the period or Bank incurs any loss due to Bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

The Performance Bank Guarantee shall be denominated in Indian Rupees and shall be by way of Bank Guarantee issued by a Public / Private Sector Bank in India (Other than UCO Bank), acceptable to the Bank, in the Annexure IX provided in the Bid.

14. SUBMISSION OF OFFER –TWO BID SYSTEM

Separate Technical and Commercial Bids in duplicate (One Original and One Copy) duly sealed and superscribed "**Quotation for Implementation of Credit Risk and Operational Risk Management Systems for Advanced Approaches under BASEL-II – Technical Bid**" and "**Quotation for Implementation of Credit Risk and Operational Risk Management Systems for Advanced Approaches under BASEL-II – Commercial Bid**" shall be submitted as per bid details given in the RFP.

Sealed separate envelopes carrying Technical Bid and Commercial Bid should be put in a single outer cover duly sealed and superscribed "**Quotation for Implementation of Credit Risk and Operational Risk Management Systems for Advanced Approaches under BASEL-II**" and be dropped/submitted at the Bank's address given in Bid Detail- Control Sheet Table. Any Bid received by the Bank after deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

Note:

- a. If the outer cover / envelope is not sealed and superscribed as required, The Bank will assume no responsibility for bid's misplaced or premature opening.
- b. If any inner cover /envelop is found to contain both technical and commercial bids that bid will be rejected summarily. If any outer envelope is found to contain only the technical Bid or Commercial Bid, it will be treated as

incomplete & will be liable for rejection.

All envelopes must be superscribed with the following information:

- Name of Bidder
- Offer Reference
- Type of Offer (Technical or Commercial)

ENVELOP-I (Technical Offer): (one Hard copy and one Soft copy)

The Technical Offer should be completed in all respects and contain all information asked for in the exact format of technical specifications given in the RFP, **except prices**. The Technical Offer must not contain any price information. The Bank, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical details. Any decision of the Bank in this regard shall be final, conclusive and binding upon the Bidder.

ENVELOP-II (Commercial Offer): (one Hard copy and one Soft copy)

The Commercial Offer (two copies) should contain all relevant price information and should not contradict the Technical Offer in any manner.

15. ERASURES OR ALTERATIONS

The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially/conclusively responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.

Filling up of the information using terms such as OK, ACCEPTED, NOTED, AS GIVEN IN BROUCHER/MANUAL is not acceptable.

16. LANGUAGE OF BID

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

17. BID OPENING AND EVALUATION CRITERIA

Functional/Technical offer will be opened on the date and time mentioned in the control sheet table in the presence of the Bidders or their representatives who choose to attend on the said date and time.

The Bank will evaluate the technical response to the RFP of the Bidders who are found eligible as per the eligibility criteria mentioned in the RFP. There will be no scoring involved in the eligibility evaluation.

Verification

All contents in the proposal should be stated clearly and accurately. Failure to demonstrate the eligibility as indicated in the RFP will cause immediate disqualification from the Bid.

Technical and Functional Evaluation:

RFP evaluation methodology that the Bank would adopt is as given below:

- i. The functional and technical requirements are in the form of tables which are given as Annexure-III (A), Annexure-III (B) and Annexure-III (C) respectively containing the required functionality features.
- ii. The Bidders should provide their response to the questionnaire in the column "Response" of Annexure-III (A), Annexure-III (B) and Annexure-III (C)
- iii. The Response should be as per the table below.

Scale	Description
S	Standard feature; Required features readily available and to be provided by the Bidder
A	Alternative available; Bidder will suggest & provide the alternative approach which should be convincing to the Bank
C	Customization required; Bidder will provide the customization within the stipulated date as informed by Bank
U	Unavailable; Functionality is not available and will not be provided by the Bidder.

Response except 'S'/'A'/'C'/'U' are not acceptable and will be treated as 'Unavailable'

Basis for evaluation:

- i) Each line item in the functional and technical requirement mentioned in Annexure-III (A), Annexure-III (B) and Annexure-III (C) carries 10 marks.
- ii) Marks will be allotted against the responses to each of the point mentioned as per the following marking pattern:

Description	Marks
S- Standard feature	10
A-Alternative available	7
C-Customization required.	5
U-Unavailable	0

The marks allotted to the responses of the bidder after carrying out above step would be reduced to a scale of 1 to 100 as under:

$$\text{Score} = \frac{\text{Total Marks obtained}}{\text{Max. Possible Marks}} \times 100$$

The bidder needs to achieve a cut-off score of 75 % marks in order to qualify for the commercial evaluation stage.

In case only one bidder scores more than 75% marks, then the Bank, may at its discretion, choose top two bidders subject to their scoring minimum 60% marks.

Bank's decision in respect to evaluation methodology and short-listing bidders will be final and no claims whatsoever in this respect will be entertained.

The responses given by the bidder would be validated by the core team from The Bank during the course of a **Product Walk Through** to be arranged by the bidder in a simulated environment at Kolkata on a mutually agreed date. The core team from The Bank may visit reference banks where the solution has already been implemented by the bidder/OEM to obtain first hand information about the quality of deployment and support services.

Commercial Evaluation:

It may be noted that the price bids (of only those bids who have been found to be Technically qualified) will be subject to the following evaluation process.

- a) Under the combined Technical and commercial bid system, the technical proposals will be allotted weightage of 70% while the financial proposals will be allotted weightage of 30%
- b) Proposal with the lowest cost may be given a financial score of 100 and other financial proposals given financial scores that are inversely proportional to their prices.
- c) The total score both technical and financial shall be obtained by weighing the quality and cost scores and adding them up.

Highest Point Basis: On the basis of combined weighted score for quality and cost, the bidder will be ranked in terms of total score obtained. The proposal obtaining highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 shall be recommended for award of contract.

Computation Methodology

As an example the following procedure will be followed. In a particular case, it was decided to have minimum qualifying marks for technical evaluation as 75. The weightage was kept as 70 for technical bid and 30 for the financial bid. In response to RFP, 3 proposals, A, B & C were received. The technical scores of these responses were 75, 80 and 90 percent marks respectively. Since minimum qualifying marks were 75, all the three proposals were, therefore, found to be technically suitable and their commercial proposals were opened after notifying the date and time of bid opening to successful participants. The price evaluation committee examined the

commercial proposals and evaluated the quoted prices, based on the TCO (Annexure –VI-Table-3) as under:

Proposal	Evaluated cost (say)
A	Rs. 150
B	Rs. 120
C	Rs. 130

Using the formula LEC/EC where LEC stands for lowest evaluated cost and EC stands for evaluated cost, the committee gave the following points for commercial proposals:

A	120/150 = 80 points
B	120/120 = 100 points
C	120/130 = 92 Points

In the combined evaluation, thereafter, the evaluation committee calculated the combined technical and commercial bid score as under:

Proposal A:	$75 \times 0.70 + 80 \times 0.30 = 77.5$ points
Proposal B:	$80 \times 0.70 + 100 \times 0.30 = 86.0$ points
Proposal C:	$90 \times 0.70 + 92 \times 0.30 = 90.6$ points

The three proposals in the combined technical and price evaluation were ranked as under:

Proposal A:	77.5 points H-3
Proposal B:	86.0 points H-2
Proposal C:	90.6 points H-1

Proposal C at the evaluated cost of Rs.130/- was therefore declared as winner.

18. CLARIFICATION OF OFFERS

To assist in the scrutiny, evaluation and comparison of offers/bids, The Bank may, at its sole discretion, ask some or all Bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of THE BANK in this regard shall be final, conclusive and binding on the Bidder.

The bidder shall notify The Bank in writing of all subcontracts awarded under the contract if not already specified in his bid. Such notification, in his original bid or later, shall not relieve the bidder from any liability or obligation under the contract. The Bank reserves rights to accept such arrangement or reject the proposal outright. Proof of such contracts should be submitted to The Bank.

19. CONTRACT PERIOD

The contract period for providing proposed Credit and Operational risk management solution will be for a period of Five Years from the date of signing off the UAT. The selected Bidder need to execute a **Service Level Agreement (SLA)** with the Bank covering all terms and conditions of this RFP. SLA will cover performance

and availability of the solution. The performance of the selected Bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving two month's notice without assigning any reasons. Any offer falling short of the contract validity period is liable for rejection.

20. ORDER CANCELLATION (TERMINATION)

The Bank reserves the right to cancel the contract placed on the selected Bidder and recover expenditure incurred by the Bank under the following circumstances:-

- 20.1. The selected Bidder commits a breach of any of the terms and conditions of the bid.
- 20.2. The Bidder goes into liquidation, voluntarily or otherwise.
- 20.3. An attachment is levied or continues to be levied for a period of seven days within the contract period.
- 20.4. If the selected Bidder fails to complete the assignment as per the time lines prescribed in the RFP and the extension if any allowed, it will be a breach of contract. The Bank reserves its right to cancel the order in the event of delay and forfeit the bid security as liquidated damages for the delay.
- 20.5. If deductions of account of liquidated damages exceeds more than 10% of the total contract price.
- 20.6. In case the selected Bidder fails to deliver the quantity/quality as stipulated in the delivery schedule, The Bank reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.
- 20.7. After award of the contract, if the selected Bidder does not perform satisfactorily or delays execution of the contract, The 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 The Bank may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
- 20.8. The 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 pending bills and/or invoking The Bank guarantee under this contract.

21. AWARD OF CONTRACT

Bank's right to Accept Any Bid and to reject any or All Bids

UCO Bank reserves the right to accept or reject any offer without assigning any reason thereof. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidders. The bank reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for bank's action. During the evaluation process at any stage if it is found that the bidder does not meet the eligibility criteria or has submitted false / incorrect information the bid will be rejected summarily by the bank's notification of acceptance of bid.

i. Notification to Bidder

Before the expiry of the period of validity of the proposal, the Bank shall notify the successful bidder in writing by registered letter or by fax or by hand-delivery or by e-mail, that its bid has been accepted. The bidder shall acknowledge in writing receipt of the notification of acceptance and has to convey his absolute, unconditional and unqualified acceptance within seven (7) days of receipt of letter from the bank and thereafter, enter into agreement / Contract within 30 days of receipt of notification of the acceptance of bid.

ii. Signing of Contract

The notification of the acceptance shall be followed by signing of the Contract. However, the Bank may negotiate certain terms & conditions with successful bidder and obtain necessary approvals from higher authorities, before signing the Contract. In case of consortium bidding, the Bank will enter into contract with Lead Bidder only, who will be the responsible entity for fulfillment of contract from consortium parties. The Bidder/ The Lead Bidder (in the case of consortium) should sign the Contract Form. The signing of Contract will amount to award of contract and Bidder will initiate the execution of the work as specified in the Contract.

The signing of contract shall be completed within 30 days of receipt of notification of the acceptance of bid.

iii. Discharge of Earnest Money Deposit (EMD)

Upon the successful Bidder signing the Contract/Agreement, the Bank shall promptly request the Bidder to provide Performance Bank guarantee. Earnest Money Deposit (EMD) of successful Bidder shall be discharged on the Successful Bidder signing the Contract/Agreement and upon furnishing the Performance Bank Guarantee. The Earnest Money Deposit (EMD) of unsuccessful bidders shall be discharged and returned by the bank on completion of the bidding process.

iv. Expenses for the Contract

The incidental expenses for execution of Agreement / Contract shall be borne by the successful Bidder.

v. Failure to Abide by the Agreement / Contract

The conditions stipulated in the Agreement/Contract shall be strictly adhered to and any breach/ violation thereof will entail termination of the Contract without prejudice to the other rights of the Bank including recovery of penalties as specified in this RFP or Agreement/ Contract.

vi. Annulment of Award

Failure of the successful Bidder to comply with the requirement shall constitute sufficient ground for the annulment of the award and forfeiture of the EMD, in which event the Bank may at its sole discretion, make the award to the next best evaluated bidder or call for new bids.

vii. Prices

Prices payable to the successful bidder as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges etc.

The Bidder will pass on to the Bank, the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.

22. CONSEQUENCES OF TERMINATION

- 22.1. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], The 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 Bidder 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 Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of the Contract.
- 22.2. 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 The 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 The Bank may specify including training, where the successor(s) is a representative/ personnel of The 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.
- 22.3. Nothing herein shall restrict the right of The Bank to invoke the Performance Bank Guarantee and other guarantees, securities furnished and pursue such other rights and/or remedies that may be available to The Bank under law or otherwise.
- 22.4. 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.

23. LIQUIDATED DAMAGES

Notwithstanding The Bank's right to cancel the order, liquidated damages at 1% (One percent) of the contract price per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value. The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by The Bank to the Bidder. Liquidated damages will be calculated on per week basis.

24. ACCEPTANCE TESTS

The selected Bidder in presence of The Bank authorized officials will conduct acceptance test at the site. The test will involve installation and commissioning and successful operation of the hardware, system software, communication equipment, application software, related services like policies, processes, procedures, operating guidelines, rating models etc. No additional charges shall be payable by The Bank for carrying out these acceptance tests.

Acceptance Procedure

On successful completion of installation, commissioning, acceptability test, receipt of deliverables etc., and after the solution runs successfully after going live and Bank is satisfied with the working on the system, the acceptance certificate (as mutually decided and approved by the Bank) signed by the successful bidder and the representative of the Bank will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems.

25. DISASTER RECOVERY MECHANISM

The proposed system must be capable of and compatible for Disaster Recovery Implementation. The successful bidder should describe the provisions for disaster recovery and show that the proposed solution facilitates disaster recovery.

The bidder needs to submit the technical architecture relating to data replication between primary and secondary site. The Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for the proposed solution should be 90 minute and 30 minute respectively.

26. INSURANCE

The equipment (hardware, software etc) supplied under the contract shall be fully insured by the successful bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. The insurance shall be obtained by the bidder naming UCO Bank as the beneficiary, for an amount equal to 100% of the invoiced value of the goods on "all risks" basis (including SRCC clauses). The period of insurance shall be up to the date the supplies are accepted and the rights of the property are transferred to The Bank.

Should any loss or damage occur, the Selected Bidder shall:-

- (i) initiate and pursue claim till settlement and
- (ii) Promptly make arrangements for repair and / or replacement of any damaged item irrespective of settlement of claim by the underwriters.

27. AUDIT BY THIRD PARTY

Bank at its discretion may get entire solution audited in-house or by outside agency as per The Bank's requirement. The bidder shall extend all sorts of support required for carrying out the audit of the software. The bidder must rectify the discrepancies / observations in the system, as per the audit report in consultation with The Bank. There shall not be any additional charges payable by The Bank for such rectifications. The software shall be re-audited after rectification to verify that the recommended modifications have been made by the bidder.

28. PENALTY

- The Bidder shall perform its obligations under the agreement entered into with The Bank, in a professional manner.
- If any act or failure by the Bidder under the agreement results in failure or inoperability of systems and if The Bank has to take corrective actions to ensure

functionality of its property, The Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

- 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 Bidder.
- The Bank shall implement all penalty clauses after giving due notice to the Bidder.
- 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.
- Failure to maintain uptime SLA will attract penalty as given in clause 10, page 16.

29. DISPUTE RESOLUTION MECHANISM

The Bidder and The Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between Dy. General Manager (Risk Management) of The Bank /Purchaser and the Authorised Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the

arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

30. JURISDICTION

The jurisdiction of the courts shall be Kolkata.

31. NOTICES

Notice or other communications given or required to be given under the contract shall be in writing and shall be faxed/e-mailed followed by hand-delivery with acknowledgement thereof, or transmitted by pre-paid registered post or courier.

Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by registered post than on expiry of seven days from the date of posting.

32. AUTHORIZED SIGNATORY

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with The Bank, with regard to the obligations under the contract. The selected Bidder shall submit at the time of signing the contract a certified copy of the resolution of their board, authenticated by the company secretary, authorizing an official or officials of the Bidder to discuss, sign agreements/contracts with The Bank, raise invoice and accept payments and also to correspond. The Bidder shall provide proof of signature identification for the above purposes as required by the Bank.

33. CANCELLATION OF TENDER PROCESS

UCO BANK reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof. Any decision of UCO Bank in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action. During the evaluation process at any stage if it is found that the bidder does not meet the eligibility criteria or has submitted false /incorrect information the bid will be rejected summarily by The Bank.

34. PUBLICITY

Any publicity by the 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 to make a public announcement or media release about any aspect of the Contract unless The Bank first gives the Bidder its prior written consent.

35. FORCE MAJEURE

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

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The Bidder or The Bank shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survives termination of the contract.

36. CONFIDENTIALITY

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

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by THE BANK;
- To only make copies as specifically authorized by the prior written consent of The Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and to treat all Information as Confidential Information.

37. CONFLICT OF INTEREST

The Bidder shall disclose to The Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

38. NON-TRANSFERABLE OFFER

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

The bidder should also submit an undertaking to the effect that they have not made any modifications in the original copy of RFP and his/her bid would be liable for rejection for any violation of the above.

39. PERIOD OF VALIDITY OF BID

Bids shall remain valid for 180 (One Hundred eighty) days after the date of bid opening prescribed by The Bank. The Bank holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence. In exceptional circumstances, The Bank may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The Earnest Money Deposit provided shall also be suitably extended. A Bidder acceding to the request will neither be required nor be permitted to modify its bid. A Bidder may refuse the request without forfeiting its Earnest Money Deposit.

40. SCHEDULE OF IMPLEMENTATION

The Bidder should complete the implementation including Supply, Customization, and Deployment of proposed Credit and Operational Risk Management solution within six months from the date of award of contract. The implementation shall comprise of system configuration, customisation, pilot implementation, system roll out and UAT. The period of warranty will start from the date of signing off the UAT.

41. ADDRESS OF COMMUNICATION

Offers/bid should be addressed to the Bank at the address given in the Bid Control Sheet.

42. PRELIMINARY SCRUTINY

The Bank will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule given on point 44.

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer/bid. This shall be final, conclusive and binding on all Bidders and The Bank reserves the right for such waivers.

43. NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER/BID

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. The Bank has the right to re-issue tender/bid. The Bank reserves the right to make any changes in the terms and conditions of purchase that will be informed to all Bidders. The Bank will not be obliged to meet and have discussions with any Bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of the Bank in this regard shall be final, conclusive and binding upon the Bidder.

44. FORMAT FOR TECHNICAL OFFER/TECHNICAL BID

The Technical offer/Technical bid must be made in an organized and structured manner in the following form:

- i. Index
- ii. Covering letter (**Annexure -I**)
- iii. Technical Offer/Technical bid with Specifications (**Annexure – III A, III B, and III C**)
- iv. General Details of the Bidder (**Annexure – II A, and II B**)
- v. Copy of Manufacturer’s Authorization letter (if applicable) (**Annexure – IV**)
- vi. Bill of materials. This table should **not** contain any price information (**Annexure - V**)
- vii. Letter giving details of Authorized representative.
- viii. Letter for acceptance and compliance of all the Terms and Conditions of RFP.
- ix. Valid Bank Draft / Pay order/ Bank Guarantee as EMD.
- x. Valid Bank Draft/ Pay order as RFP document price if tender document is downloaded from Bank’s website
- xi. Bidder’s Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the RFP.
- xii. **Undertaking to the effect that they have not made any modifications in the original copy of RFP**

All Claims made by the Bidder will have to be backed by documentary evidence.

45. FORMAT FOR COMMERCIAL OFFER

The commercial offer should be quoted in Indian Rupees as per the format given in Annexure –VI.

The short listed Bidder has to keep the finalized price valid for the entire contracted period. There should not be any escalation due to fluctuation in foreign currency or change in duty structure or for any other reasons. However, impact of fall in prices, taxes, duties or any other external factors like downward movement of foreign exchange rates etc. would be passed on to The Bank suo moto.

46. SIGNING OF THE BID

The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body Head, the bid shall be signed by the duly authorized officers and supported by internal Head authorizations.

47. COSTS OF PREPARATION & SUBMISSION OF BID

The Bidder shall bear all costs for the preparation and submission of the bid. THE BANK shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

48. OWNERSHIP AND RETENTION OF DOCUMENTS

- The Bank shall own the documents, prepared by or for the selected Bidder arising out of or in connection with the Contract.
- Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by The Bank, the Bidder shall deliver to The Bank all documents provided by or originating from The Bank and all documents produced by or from or for the Bidder in the course of performing the Service(s), unless otherwise directed in writing by The Bank at no additional cost.
- The selected Bidder shall not, without the prior written consent of The Bank, store, copy, distribute or retain any such Documents.
- The selected Bidder shall preserve all documents provided by or originating from the Bank and all documents produced by or from or for the Bidder in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of the Bank/Purchaser in this regard.

49. Exerting Undue Influence

Bidder shall NOT contact UCO BANK on any matter relating to this bid, from the time of the submission of commercial bid to the time the contract is awarded. Any effort by a bidder to influence UCO BANK's bid evaluation, bid comparison or contract award decision may result in the rejection of the bid.

50. Execution of Non Disclosure Agreement

The successful bidder should execute Non-disclosure Agreement (NDA) within one month from the date of acceptance of Letter of Appointment.

51. Patent Rights

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc., arising from the use of the Goods/services or any part thereof, the successful bidder shall act expeditiously to extinguish such claim. If the successful bidder fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the successful bidder shall be responsible for the compensation to claimant including all expenses, court costs and lawyer fees. The Bank will give notice to the successful bidder of such claim, if it is made, without delay. The supplier shall indemnify the Bank against all third party claims.

52. Inspection and Quality Control Tests

The Bank reserves the right to carry out pre-shipment inspection by a team of Bank officials, of any of the existing live installations of the successful bidder referred to in the Technical Bid or demand a demonstration of the solution proposed on a representative model in bidder's office.

53. Manuals / Documentation

Before the products / system is/ are taken over by the Bank, the Supplier shall supply technical / systems Manuals for all the Systems supplied and for all required interfaces. Operation and maintenance Manuals for all the systems and applications covering the operations needed to start, run, other operations, transfer to fall back system / site including business continuity plan to be provided by the vendor. User manuals for Administrative Office / Zones / branches for all the models shall be provided by the vendor. The manuals shall be in English.

Unless and otherwise agreed the products and equipment shall not be considered to be complete for the purpose of taking over until such manuals have been supplied to the Bank.

The Supplier shall provide one set of Design Manual, System Manual, User manual and Security Manual for all the supplied products. The Supplier shall also provide one soft copy of each of the manuals. Soft and hard Copy Manuals shall be commensurate with number of installations of Products in the Bank.

Documentation should be comprehensive & include:

- Product Literature.
- Operating manuals.
- General Specifications.
- Operator Reference manuals for each operator task.
- Messages manuals.
- Documentation on troubleshooting.

54. Training

The successful Bidder shall be responsible for providing Training to various target groups consisting of Credit Risk Personnel, Operational Risk personnel, System administrator etc

- Training Infrastructure will be provided by The Bank.
- The functional and technical training would be in batches of 25, for duration of 15 days on six days per week – on part/full time basis and would commence within a week from the 'Project Start Date'. Training shall be provided to 25 Credit Risk Personnel and 50 Operational Risk Personnel.
- The Bank reserves the right to change reasonably the number of training programmes /batches, team size, Training Dates, Location, Modalities and Curriculum.
- Training Study Material for each programme in soft copy and hard copy shall be provided by successful Bidder to The Bank.
- Self e-learning training kit of the entire solution to be provided by the successful Bidder to the Bank.

55. Change Orders

The Bank may, at any time, by a written order given to the successful bidder, make changes within the general scope of the Contract in Technical and functional specifications

If any such change causes an increase or decrease in the cost of, or the time required for the successful bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the successful bidder for adjustment under this clause should be asserted within thirty (30) days from the date of successful bidder's receipt of Bank's change order.

(Tender offer forwarding letter)

Tender Reference No.: _____

Date: XX. XX. 2011

The Deputy General Manager
Risk Management
UCO Bank
Head Office I,
4th Floor ,10, B.T.M. Sarani,
Kolkata – 700 001

Dear Sir,

Sub: Your RFP for “Implementation of Credit Risk and Operational Risk Management System for Advanced Approaches under BASEL-II” Ref No. RM/1699/2010-11 dated 10/01/2011

With reference to the above RFP, having examined and understood the instructions including all annexure, terms and conditions forming part of the Bid, we hereby enclose our offer for Implementation of Credit Risk and Operational Risk Management System for Advanced Approaches under BASEL-II in the RFP document forming Technical as well as Commercial Bids being parts of the above referred Bid.

In the event of acceptance of our Technical as well as Commercial Bids by The Bank we undertake to Implement Credit Risk and Operational Risk Management Systems for Advanced Approaches under BASEL-II as per your purchase orders.

In the event of our selection by The Bank for Implementation of Credit Risk and Operational Risk Management Systems for Advanced Approaches under BASEL-II, we will submit a Performance Bank Guarantee for a sum equivalent to 10% of the TCO to the bank valid for a period of five years in favour of **UCO BANK**.

We agree to abide by the terms and conditions of this tender offer till 180 days from the date of commercial bid opening and our offer shall 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 Demand Drafts/Pay Orders:

1. DD /PO No. dated for ₹12,000/- (Rupees Twelve Thousands only) issued byBank,Branch in favour of UCO Bank, on(date), payable at Kolkata as Cost of RFP Document &
2. DD/PO/BG No. dated for ₹10,00,000/- (Rupees Ten lacs only) issued byBank in favour of UCO Bank,Branch, on(date), payable at Kolkata as EMD.

Dated this ____day of _____2011

Signature: _____

(In the Capacity of) _____

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

General Details of the Bidder

A. PROFILE OF BIDDER

1. NAME OF BIDDER:
2. Location
 Regd. Office:
 Controlling Office:
3. Constitution
4. Date of incorporation & Date of Commencement of business:
5. Major change in Management in last three years (details to be given)
6. Names of Banker /s

B. FINANCIAL POSITION OF BIDDER FOR THE LAST THREE FINANCIAL YEARS

	2007-08	2008-09	2009-10
Paid up capital			
Tangible Net Worth (excluding revaluation reserve)			
Total Outside Liabilities/Tangible Net Worth			
Net Sales of the Company as a whole.			
Out of the above Net Sales, Net Sales from services			
Gross Profit			
Net Profit (Profit After Tax)			
<i>Summary of Financial Position and working results</i>			
Growth in Operations (%)			
Growth in profitability (%)			

C. Proposed Service details in brief

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

Details of Experience in implementation of proposed Solution

(i)

PSU		
Name of Bank	Period	
	From	To

(ii)

Non-PSU		
Name of Bank	Period	
	From	To

N.B. Enclose

- I. copies of Audited Balance Sheets along with enclosures
- II. copies of Articles of association and Memorandum of Association
- III. copies of certificate of incorporation/certificate of commencement of business
- IV. copies of credential letter(s) from banks
- V. copies of certificates of accreditation from ISO, SEI, CMM etc as applicable
- VI. copies of teaming agreement (in case of consortium)

Place: _____

Date: _____

Signature: _____

Name: _____

Business Address: _____

General Details of the Bidder		
Sl. No.	Specifications	Bidder's response
1.	Specific experience of the bidder relevant to the assignment:	
2.	Ability of the proposed software solutions to meet Business and Technical requirements in similar technology and risk infrastructure environment e.g. Public Sector Banks.	
3.	Key professional staff qualifications and Organisation's competence for the assignment: (a) Risk Management Professionals (b) Proven track record and in-house technology skills for supporting software by way of Availability of Quality certificates (ISO / SEI/ CMM etc.)	
4.	Proven track record of supporting the proposed software solutions after implementation and warranty completion.	
5.	Adequacy of proposed methodology and work plan (a) Technical Approach and methodology (b) Adequacy of proposed training programs	
6.	Ability of the Bidder to provide services and software solutions related to Credit Risk.	

Place: _____

Date: _____

Signature: _____

Name: _____

Business Address: _____

Technical Bid

(FUNCTIONAL REQUIREMENTS FOR INTERNAL RATING SYSTEM)

S.N.	Functional Requirements for Internal Rating System	Bidder's Response (S/A/C/U)
1.	The bidder has the ability to customize and enhance the existing Rating models of the bank to the requirements of 'Rating System' design of BASEL-II (rating System as defined Para 394 of BCBS document 2006). The rating software has the characteristics such as:	
1.1	A flexible user interface, so that all the model maintenance activities can be performed by a business user, with any programming requirement. The solution should be flexible enough so that all model definitions, modifications can be done by the Bank itself and vendor need not be involved in future.	
1.2	Flexibility to the Bank to configure any number of rating models and scorecards.	
1.3	Capability to define expert judgment, statistical and hybrid type of rating models	
1.4	Capability to choose various financial and non-financial factors, defining methodology to score factors and weights of factors from user interface.	
1.5	Capability to map models to various portfolios of the Bank	
1.6	The system should allow review/modification of the assessment by various levels/departments of the bank such as Branch, Regional Office, Head office, Risk Management Department etc.	
1.7	The system should have an audit trail of the changes/modification made at various levels and should be able to capture the comments entered by each level/department.	
1.8	The solution should enable the users to define a rating workflow from the front end. The Bank should be able to modify the workflow at any point in time in future without any need of vendor help/ change request.	
2	<u>Non Retail Rating Models</u> The bidder has the ability to provide rating models which qualify IRB rating system for non-retail borrowers such as Corporate, banks and Sovereigns. In addition, the models/solution should have:	
2.1	Capability to take data related to balance sheet and profit & loss statements from pre-defined Excel sheets	
2.2	Support users to input scores for non-financial information and automatically compute the score of quantitative parameters based on financial data.	

2.3	Capability to support dual dimensional (Borrower and facility) rating for non -retail borrowers	
2.4	Enable the user to define multiple portfolios based on multiple dimensions (such as borrower constitution, industry, product type, loan amount etc but not limited to) and associate borrower rating model and facility rating models to the user defined portfolios.	
2.5	Automatically associate the borrower and facility rating model to a new/renewal loan proposal.	
2.6	Able to compute borrower rating and facility rating separately. If a loan proposal has multiple facilities, the system should be able to compute facility ratings for each facility.	
2.7	Enable the users to define rating score to borrower/facility rating mapping from front end.	
2.8	Capability to perform re-rating of corporate borrowers and facility to input the required information for re-rating	
3	<u>Retail Models</u> As the rating model for Retail exposure are to capture relevant borrower and transaction characteristics, bidder to provide solution/models which has:	
3.1	Capability to define expert defined models, statistically developed models and hybrid models and provide application and behavioral scorecards.	
3.2	Capability to assign each exposure to a particular pool based on well defined risk drivers such as borrower type, demographics, products, collateral, delinquencies etc. (not limited to these dimensions).	
3.3	The solution should enable the branch, zone users to input the required details for application scorecard and compute the application score.	
3.4	Capability to compute behavioral score for the entire retail portfolio as a whole on a periodic basis. The solution should be capable to interface with multiple data source systems (such as CBS) and fetch the required behavioral data compute behavioral score of each retail borrower.	
3.5	Ability to demonstrate that models are consistent with the minimum requirement of IRB Approaches.	
4	The solution should be able to validate the credit rating models as per the requirements of working paper 14 of Basel Committee on Banking Supervision (May 2005) or any modification thereof and generate reports for the same for management oversight and effective portfolio management. The system should provide methodology and tools to validate credit rating models on continuous basis. Validation process should enable the Bank to assess the performance of internal rating and risk estimation methods consistently and meaningfully. The validation process should help the Bank to meet regulatory requirements of RBI.	

5	System should be able to migrate relevant data from existing rating system of the bank/CBS system should be migrated to the new proposed system.	
6	The system should be able to capture/receive the required data (Data entry, File uploads, direct transfers, batch processes, etc) from various source systems like Core Banking Solutions, Internal Rating models and capital calculations (for all asset classes) as per RBI Guidelines.	

(FUNCTIONAL REQUIREMENTS FOR capital computation system)

Sl. No.	Capital Computation for Credit Risk	Bidder's Response S/A/C/U
1.	The solution should be able to capture all the Bank Customer Types and Bank Product Types and should be able to reclassify/categorize them as Basel Customer and Basel Product Types. The solution should support categorization of asset classes and sub classes as defined in the Basel II Accord / RBI guidelines (Corporate, Sovereign, Bank, SME, SL classes, Retail, QRRE, equity, purchased receivables etc.)	
2.	The solution should support Multiple Approaches and Multiple Jurisdictions.	
3.	The solution should have the ability to map the internal risk grades of the specialized lending subclasses (PF, OF, CF & IPRE) to supervisory categories as per Basel-II guidelines.	
4.	The solution should have the ability to map the internal risk grades of the HVCRE sub classes to supervisory categories as per Basel-II guidelines.	
5.	The solution should provide the capability of estimation of Probability of Default (PD) using internal rating grades across all exposure types.	
6.	The solution should be capable for computing PD based on Internal loss history, External rating based, Statistical based approaches as described in the Basel II accord.	
7.	The solution should be capable of computing Through the cycle PD and Point in time PD. The system should be capable to convert a PIT PD to TTC PD and vice versa.	
8.	The solution should support estimation of PD for low default portfolios.	
9.	The solution should support both the Foundation as well as Advance approach for estimation of Loss Given Default (LGD) across all exposure types.	
10.	The solution should distinguish between senior and subordinated facilities allocating required LGD to unsecured portion of the facility.	
11.	The solution should provide for EAD and Effective Maturity (M)	

Sl. No.	Capital Computation for Credit Risk	Bidder's Response S/A/C/U
	calculation for both on and off balance sheet items.	
12.	The solution should be able to capture all types of collaterals and should have the capability to reclassify/categorize the bank's collaterals into Basel collateral Types as per Basel II Guidelines/RBI guidelines.	
	Bank data to Basel II Asset Class Mapping	
13.	The system should provide business user friendly graphical user interfaces (GUI) to perform bank codes to Basel II data mapping. The following activities should be supported (but not limited to):	
14.	Bank customer types to Basel II customer types	
15.	Bank product types to Basel II product types	
16.	Bank security/collateral types to Basel II collateral types	
17.	Bank asset type/guarantor type to Basel II asset type	
18.	The software should be flexible for the business user to use multiple factors such as customer constitution code, product type, exposure amount, legal status etc to perform Basel II asset classification.	
19.	The user should be able to view the entire asset classification schema and it should be printable to be submitted for regulatory inspections and audit	
20.	Along with the eligible financial collateral recognized in the Standardized approach, the solution should recognize the other eligible IRB collaterals and provide necessary treatment as outlined in the Basel II accord. The system should allow minimum collateralization check for eligible IRB collaterals.	
21.	The solution should have the capability to apply haircuts on collaterals and exposures as per Basel-II accord. The system should be capable of applying a weighted average of haircut if the collateral is basket of assets.	
22.	The solution should make adjustments for different holding periods based on the quality of collateral.	
23.	The solution should provide for effective LGD in presence of other financial/IRB collaterals and pool of collaterals.	
24.	The solution should provide adjustments for different holding	

Sl. No.	Capital Computation for Credit Risk	Bidder's Response S/A/C/U
	periods and non-daily mark to market or re-margining.	
25.	The solution should provide exposure adjustment by segmenting it into portions covered by different collateral and guarantee types and portion remaining unsecured.	
26.	The solution should provide necessary treatment for repo style transactions/ guarantees/ credit derivatives under both foundation as well as advanced approaches.	
27.	The solution should be able to generate PD, EAD, LGD for sub-portfolio like industry, sector, Geography etc.	
28.	The system should be able to validate the models for PD, LGD and EAD as per the requirements of working paper 14 of Basel Committee on Banking Supervision (May 2005) or any modification thereof.	
29.	The solution should support development of multiple PD, LGD & EAD models and facilitate validation.	
30.	The system should provide statistical tools such as, HHI Index, Gini co-efficient, Cumulative Accuracy profile, Receiver Operating Characteristic (ROC), etc.	
31.	The system should have the capability to capture/map PD, LGD, EAD and Maturity for the IRB asset classes and apply the same in capital calculations.	
32.	System should generate transition matrix for multiple period. Transition matrix should be generated for industry/region/country/product/business segment etc	
33.	The system should have the capability to capture retail exposures at an account level and should be able to create pools of retail exposures. Homogenous Pools should be formed in consultation with the Bank.	
34.	The system should be capable of performing pooling based on statistical analysis and expert judgment. At a minimum the system should support clustering techniques such as CART, CHAID and regression trees etc. The logic of pooling would be provided by the Bank which should be configurable in the system. The pooling logic is subject to change on at least at a yearly basis. Hence the definition of pooling logic should be through a graphical user interface and should not require any programming or vendor assistance.	

Sl. No.	Capital Computation for Credit Risk	Bidder's Response S/A/C/U
35.	System should generate correlation matrix for industries.	
36.	The system should be able to estimate the PD, LGD and EAD for retail exposures at a pool level.	
37.	The system should be able to store the data for at least seven years at an account/transaction level to perform the pooling process.	
38.	The system should have the capability to assign/map new exposures into the created pools.	
39.	The system should generate reports to monitor/track pool stability and accuracy.	
40.	The system should be able to perform firm-size adjustment for small and medium size entities.	
41.	The system should be able to apply double default treatment for the hedged portion and compute capital requirement for double default.	
42.	In case of maturity mismatch for double default transactions, then the system should be able to perform the maturity adjustment as per Basel II Guidelines.	
43.	The system should be able to perform capital calculation for equity exposures via the following approaches:	
	· Market Based Approach	
	· Simple risk weight method	
	· Internal Models Method	
	· PD/LGD Based Approach	
44.	The system should support VaR model (99th percentile, one tailed), i.e. the system should have the ability to build VaR Model. The system should be able to take the equations as download and perform capital calculations.	
45.	The system should be able to support an interface with Treasury systems from where the VaR numbers can be fetched.	
46.	The system should be able to calculate capital charges for default and dilution risk for purchase receivables (corporate and	

Sl. No.	Capital Computation for Credit Risk	Bidder's Response S/A/C/U
	retail exposures).	
47.	The solution should provide methodology for computation of Expected Loss (EL) and Unexpected Losses (UL), RWAs for default risk under both foundation as well as advanced approaches.	
48.	The solution should provide for calculation of provisions under standardised and IRB approaches.	
49.	The solution should support assignment of Risk weights in case of NPA accounts based on secured portion and unsecured portion as per BASELII accord/RBI Guidelines.	
50.	For Default risk, the system should be able to apply Top-down Approach or Bottom up Approach for both corporate and retail exposures. Also based on the exposure type, the system should be able to apply retail or corporate risk weight functions to arrive at the default risk weight.	
51.	The system should be able to calculate capital for Traditional and Synthetic Securitization exposures.	
52.	The system should be able to capture the bank's role (e.g. Originator, investor etc) for the securitization exposures and should calculate the capital as per Basel II Guidelines.	
53.	The system should be able to apply CCF's and calculate capital for securitization exposures with early amortization features.	
54.	The system should be able to apply the supervisory formula for capital calculation of Securitized Exposures as per Basel II Guidelines.	
55.	The system should be able to capture Failed Trades ('Delivery versus Payment' and 'Non Delivery versus Payment') i.e. unsettled securities and foreign exchange transactions) and should be able to calculate capital as per Basel II Guidelines.	
56.	The system should be able to perform Stress testing and Back testing, which will allow justification of the capital computation for all the asset classes.	
57.	The system should have the capability to perform the stress tests (for all the asset classes) for PD, LGD, EAD, CCF and Maturity. System should be able to Simulate stress test on various parameters like PD, EAD, and LGD for Capital requirement & RAROC. Examples of scenarios that could be used are:	

Sl. No.	Capital Computation for Credit Risk	Bidder's Response S/A/C/U
	<ul style="list-style-type: none"> Economic or industry downturns 	
	<ul style="list-style-type: none"> Market Risk events 	
	<ul style="list-style-type: none"> Liquidity conditions. 	
58.	The system should be able to define portfolio based upon the following aggregation possibilities such as:	
	<ul style="list-style-type: none"> Counter-party or combination of counter parties 	
	<ul style="list-style-type: none"> Industry 	
	<ul style="list-style-type: none"> Tenor 	
	<ul style="list-style-type: none"> Product 	
	<ul style="list-style-type: none"> Geography 	
	<ul style="list-style-type: none"> Issuer 	
	<ul style="list-style-type: none"> Credit rating 	
	<ul style="list-style-type: none"> Any internal hierarchy 	
	and should allow drill down capabilities up to transaction level.	
59.	The system should have the pre-built templates and should also have the functionality for a business user to define and customize Credit Risk MIS across all matrix dimensions such as:	
	<ul style="list-style-type: none"> Counter-party 	
	<ul style="list-style-type: none"> Portfolio 	
	<ul style="list-style-type: none"> Product 	
	<ul style="list-style-type: none"> Geography – country/ state/zone/branch 	
	<ul style="list-style-type: none"> Industry 	
	<ul style="list-style-type: none"> Concentrations 	
	<ul style="list-style-type: none"> Risk Profiles 	
	<ul style="list-style-type: none"> Rating wise 	
	<ul style="list-style-type: none"> Delinquency buckets 	

Sl. No.	Capital Computation for Credit Risk	Bidder's Response S/A/C/U
	<ul style="list-style-type: none"> • PD Bands 	
	<ul style="list-style-type: none"> • LGD Bands etc. 	
	and should allow drill down capabilities up to transaction level.	
60.	The system should be able to perform portfolio analysis by fixing and measuring exposures and limits inclusive of correlation effects within portfolio parameters.	
61.	The system should be able to compute expected/unexpected portfolio losses incorporating:	
	<ul style="list-style-type: none"> • Default risk/transition probabilities. 	
	<ul style="list-style-type: none"> • Recovery rates 	
	<ul style="list-style-type: none"> • Correlation and diversification effects between counter parties. 	
62.	The system should have the flexibility to compute Risk-Based Capital (Capital at Risk or Economic Capital) calculations based on aggregation of:	
	<ul style="list-style-type: none"> • Value at Risk 	
	<ul style="list-style-type: none"> • Expected and unexpected losses from exposure, default rates and recoveries. 	
63.	Calculation of Risk Adjusted Return on Capital (RAROC) based on regulatory capital as well as economic capital. The system should be able to calculate capital requirement individual account-wise and also units-wise such as:	
	<ul style="list-style-type: none"> • Entire Bank 	
	<ul style="list-style-type: none"> • Region/zone 	
	<ul style="list-style-type: none"> • Geography 	
	<ul style="list-style-type: none"> • Industry 	
	<ul style="list-style-type: none"> • Business segments 	
	<ul style="list-style-type: none"> • Products 	
	<ul style="list-style-type: none"> • Rating wise 	

Sl. No.	Capital Computation for Credit Risk	Bidder's Response S/A/C/U
	<ul style="list-style-type: none"> Branch 	
	<ul style="list-style-type: none"> Relationship Manager 	
64.	The system should have the pre-built templates and should also have the functionality for a business user to define and customize Credit Risk MIS across all matrix dimensions such as:	
	<ul style="list-style-type: none"> Counter-party 	
	<ul style="list-style-type: none"> Portfolio 	
	<ul style="list-style-type: none"> Product 	
	<ul style="list-style-type: none"> Geography – country/ state/zone/branch 	
	<ul style="list-style-type: none"> Industry 	
	<ul style="list-style-type: none"> Concentrations 	
	<ul style="list-style-type: none"> Risk Profiles 	
	<ul style="list-style-type: none"> Rating wise 	
	<ul style="list-style-type: none"> Delinquency buckets 	
	<ul style="list-style-type: none"> PD Bands 	
	<ul style="list-style-type: none"> LGD Bands etc. 	
	and should allow drill down capabilities up to transaction level.	
65.	The system should have pre-built pillar 3 reports as per Basel II guidelines/RBI guidelines.	
66.	The system should be capable of generating various user defined reports like: (System should have the capability to generate back dated reports)	
	<ul style="list-style-type: none"> Borrower Information report 	
	<ul style="list-style-type: none"> Industry Analysis report 	
	<ul style="list-style-type: none"> Monitoring (Account-wise report) (cover rating transition & trend in critical identified parameters) 	
	<ul style="list-style-type: none"> Peer group Analysis report 	

Sl. No.	Capital Computation for Credit Risk	Bidder's Response S/A/C/U
	<ul style="list-style-type: none"> Rating wise reports 	
	<ul style="list-style-type: none"> Portfolio reports 	
	<ul style="list-style-type: none"> Borrower-wise risk score report 	
	<ul style="list-style-type: none"> Borrower-wise risk grade report 	
	<ul style="list-style-type: none"> Borrower-wise year wise risk score report 	
	<ul style="list-style-type: none"> Borrower-wise year wise risk grade report 	
	<ul style="list-style-type: none"> Industry Concentration Report 	
	<ul style="list-style-type: none"> Industry- wise risk score report 	
	<ul style="list-style-type: none"> Industry- wise risk grade report 	
	<ul style="list-style-type: none"> Region wise Concentration Report 	
	<ul style="list-style-type: none"> Region wise risk score report 	
	<ul style="list-style-type: none"> Region - wise risk grade report 	
	<ul style="list-style-type: none"> Quick mortality Report) 	
	<ul style="list-style-type: none"> Defaulted Account Report (Grade wise/ Industry wise/ year wise/ ownership wise/ size wise/ on-balance sheet/ off-balance sheet exposure wise for a date range etc) 	
	<ul style="list-style-type: none"> RAROC reports 	
	<ul style="list-style-type: none"> Capital Charge-credit risk (Regulatory and economic) 	
	<ul style="list-style-type: none"> Exposure Reports (Portfolio exposure by Sector/ industry/ credit rating/ Client/ Loan Size/ Maturity/ country/ currency/ on-balance sheet/ off-balance sheet exposure/interest rate wise/floating rate wise – internal and external benchmark /fixed rate wise etc. after including/ excluding CRM – giving NPA position separately under each of these categories along with reports on accounts which have been upgraded from NPA and which have slipped to NPA from standard Position of restructured accounts under each of the categories along with reports on accounts which have been upgraded from restructured and which have slipped 	

Sl. No.	Capital Computation for Credit Risk	Bidder's Response S/A/C/U
	to NPA from restructured status	
	<ul style="list-style-type: none"> Collateral Reports (Collateral wise exposure report (total exposure after netting that is covered by 1. eligible financial collateral 2. other eligible IRB collateral 3. guarantees etc). including current market value of collateral wherever applicable as per policy of the Bank 	
	<ul style="list-style-type: none"> Expiry reports on collateral (Due to expire/expired)-bank/zone/branch/account wise 	
	<ul style="list-style-type: none"> Market Disclosure Report (as per BASEL II/RBI guidelines). 	
	<ul style="list-style-type: none"> Residual Contractual Maturity Breakdown of the whole portfolio broken down by major type of Credit Exposures 	
	<ul style="list-style-type: none"> Exposure -weighted average LGD/EAD for each borrower category. 	
	<ul style="list-style-type: none"> Securitization disclosure (Total outstanding exposure securitized by bank broken down by type of securitization (traditional/Synthetic), exposure type. 	
	<ul style="list-style-type: none"> Amount of NPA securitized broken down by exposure type. 	
	<ul style="list-style-type: none"> Securitization exposure retained/purchased broken down by exposure type. (This report would be generated for user-defined period and as of date). 	
	<ul style="list-style-type: none"> Report on capital market exposure as required as per RBI requirement – account wise as per limit and outstanding exposure – on and off balance sheet 	
	<ul style="list-style-type: none"> Report on exposure to Real Estate – commercial and residential – direct and indirect 	
	<ul style="list-style-type: none"> Report on exposure to commodities 	
	<ul style="list-style-type: none"> Report on Interest rate wise break up of advances – segment wise (term loans, project finance, bills purchased/discounted or negotiated, demand loans, CC, staff loans etc) as per user defined range of rate of interest 	
	<ul style="list-style-type: none"> Report on Interest rate wise break up of advances – segment wise (FC/MC/SE/Retail) as per user defined range of rate of interest 	
	<ul style="list-style-type: none"> Report on position of unsecured exposure – public 	

Sl. No.	Capital Computation for Credit Risk	Bidder's Response S/A/C/U
	sector/private sector/rating wise/interest rate wise/maturity wise	
	<ul style="list-style-type: none"> Report on break up of term loans, project finance, bills purchased/discounted or negotiated, demand loans – as per residual maturity 	
	<ul style="list-style-type: none"> Report on pre payment of total/installment of term loans, project finance, bills purchased/discounted or negotiated, demand loans 	
	<ul style="list-style-type: none"> Report on segment wise exposure – FC/MC/SE/Retail – PA/NPA/Total, 	
	<ul style="list-style-type: none"> Report on future draw down schedule for term loans, project finance and infrastructure projects 	
	<ul style="list-style-type: none"> Report on single borrower/group borrower exposure – user defined number of top exposure vis-à-vis prudential exposure limits fixed by bank/regulator 	
	<ul style="list-style-type: none"> Audit log report 	
	<ul style="list-style-type: none"> Overrides performance reports – performance of accounts where there is rating over-ride (Branch wise / region wise /geography wise/level wise/approving user wise rating cases processed, approved, rejected and pending for user defined period. 	
	<ul style="list-style-type: none"> Any other report which bank considers as relevant including modification of earlier report(s) 	
67.	The system should support portfolio-based calculation like Limits Management: Bank may define a limit cap (may be absolute or % terms) to an industry, borrower, individual exposure, and bank, sovereign, rating. The system would check the same at the rating stage. Same would be part of some reports. What if/Incremental risk analysis by addition of individual loan portfolio for decision making purpose. Portfolio based calculation should take into account industry correlation to arrive at capital requirement.	
68.	The system should provide facility to generate customized report for user like Top Mgmt, Risk Management Dept, Branch Manager, and Relationship Manager etc. Graphical representation of reports, wherever possible. Access to certain reports would be restricted to certain groups.	
69.	The system should have the provision to run IRB approach for	

Sl. No.	Capital Computation for Credit Risk	Bidder's Response S/A/C/U
	certain asset classes and Standardized approach for other asset classes in the same execution.	
70.	The system should be able to store data for minimum seven years across all asset classes, which in turn can be used for modeling the IRB risk components.	
71.	The system should be able to store minimum seven years of data for LGD and EAD modeling.	
72.	The system should be able to store minimum seven years of rating data for PD modeling.	
73.	The solution should have the flexibility of viewing the reports at an aggregated level or at granular level.	

Functional Requirements For Operational Risk Management System

Sl. No.	Functional Requirements for Operational Risk Management System	Bidder's Response S/A/C/U
	RCSA (Risk & Control Self Assessments)	
1.	The system should enable to upload plan and facilitate, tracking and reporting on a firm-wide basis of the risk and control self assessment process.	
2.	System should have customized templates for rolling out RCSA across all the operational/functional/administrative units.	
3.	Should assist in customizing the RCSA templates to suit the requirements of the Bank.	
4.	The system should have the capability to map the existing Organization Structure to the relevant Business Line as per Basel-II guidelines.	
5.	Users should be able to rate risks and controls.	
6.	Does the system enables to compute residual risk values based on ratings applied for risks and controls for each process step	
7.	Where there is a change in rating scales, the system should re run the past assessments based on the revised scale	
8.	Does the system enable logical structuring of the self assessment questions into units, departments, business segment and business line	
9.	The System should be able to aggregate the ratings of different user across the logical groups and identify outliers.	
10.	The identified outliers should be intimated through bulk mail or other modes.	
11.	The system should have the capability to reclassify/ categorize the operational risk's as per Basel/RBI Guidelines	
12.	The system should have the capability to generate heat maps automatically.	
13.	The system should record action points arising out of RCSA exercise with agreed timelines.	

Sl. No.	Functional Requirements for Operational Risk Management System	Bidder's Response S/A/C/U
14.	The system should be able to follow up for unresolved action points and generate status report for the same.	
15.	The system should have dashboard facility to view the risk profiles by business area, business unit, Basel business category etc.	
16.	The system should be able to generate test plan based upon timelines in action points.	
17.	The system should be able to capture testing results.	
18.	The system should have the functionality to retain a historical record of previous self-assessments for comparing with present self-assessment results.	
19.	The system should be capable of supporting different RCSA methodologies	
20.	Vendor should extend assistance in customizing various reports and MIS.	
	Loss Data	
21.	The system should have the capability to capture operational losses.	
22.	The system should have dashboard facility to view the loss event in different impact bucket and by business area.	
23.	System should be able to escalate losses above the set threshold.	
24.	The system should have a methodology to classify losses as per Basel loss events, classification logic should be customizable.	
25.	The system should be able to generate a 8X7 matrix of loss events and business lines.	
26.	Assist in customizing loss data reports.	
27.	Does the system have workflow to record recoveries and the category e.g. insurance. There must also be the ability to add or customize categories.	

Sl. No.	Functional Requirements for Operational Risk Management System	Bidder's Response S/A/C/U
28.	System should have workflow to identify and approve "boundary issues" i.e. Credit Risk and Market Risk related losses.	
29.	System should provide linkages of loss event database to underlying process steps, risk, causes and control.	
30.	System should have loss event database maintenance and updation features.	
31.	The external loss data points in the external loss database should have the following data points, <ol style="list-style-type: none"> 1. Loss information 2. Description 3. Supplementary analytic data (balance sheet size, revenue, etc) 4. Classification as per Basel-II standards 	
32.	Proposed solution should provide facility to seamlessly upload/download data to and from the Loss Data Exchange (CORDEX) setup by Indian Banks Association (IBA)	
	KRI (Key Risk Indicator)	
33.	The system should enable to upload plan and facilitate, tracking and reporting on a firm-wide basis of the KRI process	
34.	The system should allow fixing of responsibility for KRI data monitoring to bank personnel across branches	
35.	The system should be able to take values from different users and consolidate business function wise, location wise and business line wise.	
36.	The system should be able to generate dashboard and trend analysis based on logic approved by the organization.	
37.	System should cull out continuous alert/warning indicators and intimate the person responsible for that KRI.	
38.	The system should record action points arising out of alert indicators with agreed timelines.	
39.	The system should be able to generate reports as per escalation matrix for unresolved action points and generate status report for the same.	

Sl. No.	Functional Requirements for Operational Risk Management System	Bidder's Response S/A/C/U
40.	The system should allow reassessment/ validation of indicators and thresh-holds.	
41.	The system should allow setting up KRI specific tolerance threshold limits. At the time of monitoring, if a KRI values exceed the set threshold, then the KRI should be classified into risk zones like red, amber etc,	
42.	The system should permit selecting the points of monitoring for each KRI.	
43.	The system should allow setting of different monitoring frequencies (weekly, monthly etc.) for each KRI.	
44.	The system should permit entering of KRI data manually from front end as well as via flat file upload.	
45.	The system should provide for email / SMS alerts whenever KRI values breach the acceptable threshold limits set for them.	
46.	The system should provide for multiple levels of email / SMS alerts. A higher deviation from acceptable threshold level should alert senior management.	
47.	The system should allow fixing of responsibility for KRI data monitoring to bank personnel across branches	
48.	The system should have an algorithm for converting KRI data monitored across branches, units, geographies into risk scores. The algorithm should also provide for aggregating risk scores across business lines, geographies, branches and provide risk scores at different levels for comparison.	
49.	System should provide a report highlighting the risk profile of business lines based on the KRI framework	
50.	System should generate reports for KRIs which are in the high-risk zone and the businesses where these risks are at high levels	
51.	System should have report for monitoring and comparing KRI values across different branches/ geographies/ business units.	
52.	System should provide reports for monitoring the KRI framework implementation at the branches and business lines	
53.	Extend assistance in customizing various reports and MIS	

Sl. No.	Functional Requirements for Operational Risk Management System	Bidder's Response S/A/C/U
	Capital Computation	
54.	System should be able to compute gross income for different business lines as per Basel / RBI guidelines by interacting with data warehouse or other source systems.	
55.	The system should be able to capture loss scenarios and map to loss events and business line.	
56.	The system should allow the user to fit various frequency distributions, including Poisson, Binomial, Negative Binomial and other advanced distribution techniques. The system should be able to provide graphical outputs for the fitted distribution.	
57.	The system should allow the user to fit various severity distributions, including normal, log normal, pareto, weibull, beta, gamma, inverse Gaussian, extreme value theory and other advanced statistical distributions. The system should be able to provide graphical outputs for the fitted distribution.	
58.	The system should identify the best fit based on data distributions.	
59.	The system should have a functionality to combine frequency and severity distributions via statistical techniques to form a total loss distribution for each loss type/business line combination.	
60.	System should have capability to integrate all the data elements viz. external loss data, internal loss data, scenario data, business environment and internal control factors and generate capital numbers.	
61.	System should identify the relationship between losses and the provided drivers and can the system rank the provided drivers against the loss event categories based on the best fit computation of the identified relationship parameters.	
62.	System rank should arrive at scaling methodology for losses at each cell based on the above relationship	
63.	The system should support Monte Carlo simulation	
64.	The system should support Extreme Value theory	

Sl. No.	Functional Requirements for Operational Risk Management System	Bidder's Response S/A/C/U
65.	The system should have advanced analytics functions such as: system capability to carry out structured stress testing, factor the impact of BEICF effect, extrapolate from the distribution of observed total loss points curve to determine the likely amount of total losses, etc.	
66.	The system should support development of scenario related models under the scenario approach.	
67.	System should use actuarial science techniques for modeling operational risk VaR in conformity with the Basel II Loss Distribution Approach	
68.	System should generate VAR for each scenario as well as aggregated VAR at Business line level and Bank wide level	
69.	System should fit various distributions based on pre set criteria for each Scenario	
70.	System should model RCSA data to arrive at Business unit wise VaR and Bank wide VaR	
71.	System should objectively combine LDA data / RCSA data with Scenario data to arrive at Bank wide capital	
72.	User should be able to define rules for combination of LDA data/ RCSA data and Scenario data	
73.	System should support the risk Var measure to reflect various confidence levels eg 95%, 99.9% etc.	
74.	System should adjust capital based on RCSA /KRI / other quality index and can the system identify the relationship and carry out sensitivity analysis between RCSA / KRI / other quality index	
75.	System should enable validation of any parameter (loss rates, risk indicators, scale indicators etc.) used in the system to ensure that the inputs to the regulatory capital charge are reliable eg capability to allow the user to run sensitivity analysis	
76.	System should enable analyst to model operational risk capital charge with and without the impacts of insurance	
77.	The system should be able to provide graphical outputs for the fitted distribution.	

Sl. No.	Functional Requirements for Operational Risk Management System	Bidder's Response S/A/C/U
78.	Does the system support matrix multiplication, covariance-variance and copula approaches or any other approaches for the purpose of aggregation of losses at each cell to arrive at bank wide capital	
79.	System should enable capital re-allocation to the business lines based on the above aggregation	
80.	Vendor should assist in getting the models validated by the regulators.	
81.	System should support back testing.	
82.	Does the software provide bulk data loading facilities to load the data in database. Following is expected to be bulk loaded: A. loss events with financial impacts (losses and recoveries) B. business structures (business lines, risk categories, causes	
	Risk Reporting	
83.	Periodic reports to be generated on loss event types highlighting the findings of RCSA, Audit, Loss, Potential loss and Near Miss data, KRI and Scenarios.	
84.	Capable of generating performance measurement reports on the basis of logic provided and on the basis of RCSA results, KRI monitoring and action taken by units/business lines.	
85.	There should be a link between RCSA, KRI, loss data and audit findings.	
86.	Does the system provide a drill through heatmap?	
87.	Does the system provide drill down reporting?	
88.	The operational risk charge before and after any reduction in capital resulting from the use of insurance.	
89.	Does the system have adequate graphical reporting tools for reporting loss event data	
90.	System should support KRI dials for the dashboard reporting	

Sl. No.	Functional Requirements for Operational Risk Management System	Bidder's Response S/A/C/U
91.	System supports to build various MIS reports Loss matrix, Trend analysis, Issues and action plan status report etc., as per the requirements of the Bank	
92.	System should support Slice and dice of structure values and filtering of risk areas simultaneously	
93.	Does the system provide capital charge drill down at each cell level, which would provide a split of LDA VAR and Scenario VAR and From total Scenario VAR the system should provide drill down to VAR of each Scenario	
94.	System should display capital before BEICF adjustments and capital after BEICF adjustments and highlight the impact of BEICF	
95.	System should display capital before diversification and capital after diversification effect and highlight the diversification impact	
96.	System should aggregate the RCSA scores of risk events to arrive at a Bank wide RCSA profile	
97.	System should generate reports outstanding issues at any given date	
98.	System should generate reports for processes that has loss data but no KRI / RCSA and for processes that have adverse RCSA events but no KRI	
99.	The vendor should provide post implementation support, configuration training and end user training.	
	Process Mapping and Reporting Structures	
100.	System should provide Multi- Hierarchy Structure Management: Multiple hierarchies or structures permit data to be viewed and managed across more than one dimension.	
101.	Does the system facilitate split, change, merge, edit and creation of units and codified data points. For example, with business changes there should be the ability to split or merge loss and risk data/MIS.	
102.	System should have the capability to maintain inventory of processes?	

Sl. No.	Functional Requirements for Operational Risk Management System	Bidder's Response S/A/C/U
103.	System should support break-down of processes into logical process steps with linkages to underlying procedures, unit responsibility and the can they be linked to RCSA event, KRI and Loss event	
	General	
104.	The solution should be flexible and Expandable to accommodate future up-gradation / modifications.	
105.	<ul style="list-style-type: none"> • The administrator should have the rights to manage the entire application. • The administrator can assign roles to users. • Definition of roles shall be parameterized. • This role can also be made universal and applied to the entire application or selected applications. 	
106.	System should allow administrators to view logs from the application itself via unified logging mechanism.	
107.	System should provide various MIS as per the requirement finalized during Gap analysis phase without any extra cost.	
108.	To supply and install and implement all the hardware, O/S software, Application software and all other required software and successfully run the ORMS. (If any other Hardware/Software which is essential to run application and not quoted will be supplied and installed at free of cost to the bank.)	
109.	Security and password management.	
110.	Backup. Specify the procedure and mode of backup <ul style="list-style-type: none"> a. Database b. Application c. Others 	
111.	Any other requirements as per RBI, Basel documents and best practices.	

Place: _____

Date: _____

Signature: _____

Name: _____

Business Address: _____

MANUFACTURERS'/PRODUCERS' AUTHORIZATION FORM

No.

Date:

To:

Dear Sir:

Ref: Your RFP Ref: RM/1699/2010-11 dated 10/01/2011

We who are established and reputable manufacturers / producers of _____ having factories / development facilities at (*address of factory / facility*) do hereby authorise M/s _____ (*Name and address of Agent*) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier :

- a. Such Products as The Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b. in the event of termination of production of such Products:
 - i. advance notification to The Bank of the pending termination, in sufficient time to permit The Bank to procure needed requirements; and
 - ii. Following such termination, furnishing at no cost to The Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorise the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,

(Name)

(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

Bill of Material

(To be included in Technical Bid)

A. Required Software for offered solution :

Sl. No	Description	Make / Model/Part No./Version	Qty
1	Environment Software (OS) –DC site		
1.1	OS for Credit Risk & Operational Risk Management Database Server		
1.2	OS for Credit Risk & Operational Risk Management Application Server		
1.3	OS for Credit Risk & Operational Risk Management Web Server		
1.4	Any other (Please Specify)		
2	Environment Software for (RDBMS) – DC site		
2.1	RDBMS for Credit Risk & Operational Risk Management Database Server		
2.2	Any other (Please Specify)		
3	Environment Software (OS) – DR site		
3.1	OS for Credit Risk & Operational Risk Management Database Server		
3.2	OS for Credit Risk & Operational Risk Management Application Server		
3.3	OS for Credit Risk & Operational Risk Management Web Server		
3.4	Any other (Please Specify)		
4	Environment Software (RDBMS) – DR site		
4.1	RDBMS for Credit Risk & Operational Risk Management Database Server		
4.2	Any other (Please Specify)		
5	Environment Software (OS) – UAT /Training		
5.1	OS for Credit Risk & Operational Risk Management UAT/Training Database Server		
5.2	OS for Credit Risk & Operational Risk Management UAT/Training Application Server		
5.3	OS for Credit Risk & Operational Risk		

Sl. No	Description	Make / Model/Part No./Version	Qty
	Management UAT/Training Web Server		
5.4	Any other (Please Specify)		
6	Environment Software (RDBMS) – UAT /Training		
6.1	RDBMS for Credit Risk & Operational Risk Management UAT/Training Database Server		
6.2	Any other (Please Specify)		
7	Environment Software for Storage System		
7.1	Disk Storage System		
7.2	Tape Backup		
7.3	Any other (Please Specify)		
8	Others, if any		
9	Others, if any		

B. Required Hardware for offered solution:

Sl. No	Hardware Specification	Make / Model/Part No./Version	Qty
1	Credit Risk & Operational Risk Management Server – DC Site		
1.1	Database Server		
1.2	Application Server		
1.3	Web Server		
1.4	Any other (Please specify)		
2	Credit Risk & Operational Risk Management Server – DR Site		
2.1	Database Server		
2.2	Application Server		
2.3	Web Server		
2.4	Any other (Please specify)		
3	UAT /Training Server for Credit Risk & Operational Risk Management Solution		
3.1	Database Server		

Sl. No	Hardware Specification	Make / Model/Part No./Version	Qty
3.2	Application Server		
3.3	Web Server		
3.4	Any other (Please specify)		
4	Storage System (Credit Risk & Operational Risk Management data will be retained on-line for a period of 7 years, beginning from the previous 6 years and ending with the current year. All the data previous to the 7 years will be archived and will be retained offline)		
4.1	Disk Storage System (SAN)		
4.2	Tape Backup		
4.3	Any other (Please specify)		
5	Any other (Please specify)		
5.1	Any other (Please specify)		
5.2	Any other (Please specify)		
6	42u Server Rack with Sliding TFT Monitor and 8 Port KVM Switch (Analog/Digital) along with necessary accessories		
7	Please provide following details of individual Servers -:		
7.1	HDD (Speed/Type/Capacity)		
7.2	RAM (Type/Capacity)		
7.3	Processor (Speed/Type/Single/Dual)		
7.4	RAID Controller (On line Migration 0,0+1,5)		
7.5	Redundant & Hot Swappable Power Supply		
7.6	OEM Motherboard		
7.7	No. of Ports (USB/Parallel/Serial/Optical/Ethernet)		
8	Others ,if any		

c. Required Network Equipment for offered solution:

SI No	Network equipments/ Connectivity	Make / Model/Part No./Version	Qty
1	Router (Made, Type, Model no) with Secondary		
2	Firewall (Made, Type ,Model no) with Auto failover		
3	Layer 3 Switch (Made, Type, Model no)		
4	Layer 2 Manage switch (Made, Type, Model no)		
5.	Lease Line Modem (Made, Type, Model no)		
6.	Lease line with backup from another service provider for data replication	 bps
7.	Others, If any		

Place: _____

Date: _____

Signature: _____

Name: _____

Business Address: _____

Commercial Bid

Table 1: Credit Risk and Operational Risk Management Software

(All the cost must be quoted on the basis of three years comprehensive warranty)

Sl. No.	Item	Qty	Cost (₹)	Taxes at present rate (₹)	Total (₹)
1.	Services related to diagnostic study of the Credit Risk Management Framework (including Rating Models), recommendations for enhancements to enable migration to advanced approaches, implementation of two dimensional rating system, retail pooling, automated capital computation system, review of the ICAAP, stress testing, implementation of the software solutions proposed for developing the Credit Risk Management framework, documentation, workshops and handholding.				
2.	License fee for proposed software solutions for Credit Risk Management system				
3.	Others (if any, please specify)				
Total cost of services and software solutions for Credit Risk Management					
Total of 1 to 3					
4.	Services related to review and enhancement of the Operational Risk Management framework for compliance with AMA approach and implementation of the proposed software solutions for automating this framework, workshops and handholding.				
5.	License fee for software to automate the Operational Risk Management framework.				
6.	Others (if any, please specify)				
Total Cost of services and software solutions for Operational Risk Management					
Total of 4 to 6					
Total cost of Credit Risk and Operational Risk Management Software, System Integration Cost (installation, Implementation, configuration, customization, testing and training charges) and data migration charges					
(A=total of 1 to 6)					

Table 2: Hardware, System Software and RDBMS

(All the cost must be quoted on the basis of three years comprehensive warranty)

SI No.	Item	Qty	Cost (₹)	Taxes at present rate (₹)	Total (₹)
1	Server				
1.1	Database Server – DC site				
1.2	Application Server – DC site				
1.3	Web Server - DC site				
1.4	Database Server – DR site				
1.5	Application Server – DR site				
1.6	Web Server – DR site				
1.7	Database Server – UAT /Training				
1.8	Application Server – UAT /Training				
1.9	Web Server - UAT /Training				
1.10	Any other (Please specify)				
2	Operating System				
2.1	OS for Credit Risk & Operational Risk Management Database Server – DC site				
2.2	OS for Credit Risk & Operational Risk Management Application Server – DC site				
2.3	OS for Credit Risk & Operational Risk Management Web Server - DC site				
2.4	OS for Credit Risk & Operational Risk Management Database Server – DR site				
2.5	OS for Credit Risk & Operational Risk Management Application Server – DR site				
2.6	OS for Credit Risk & Operational Risk Management Web Server - DR site				
2.7	OS for Credit Risk & Operational Risk Management Database Server – UAT/Training				

2.8	OS for Credit Risk & Operational Risk Management Application Server- UAT/Training				
2.9	OS for Credit Risk & Operational Risk Management Web Server - UAT/Training				
2.10	Any other (Please specify)				
3	RDBMS				
3.1	RDBMS for Credit Risk & Operational Risk Management Database Server – DC site				
3.2	RDBMS for Credit Risk & Operational Risk Management Database Server – DR site				
3.3	RDBMS for Credit Risk & Operational Risk Management Database Server – UAT /Training Server				
3.4	Others (if any, please specify)				
4	Storage System				
4.1	Disk Storage System (SAN)				
4.2	Tape Backup				
4.3	Any other (Please specify)				
5	42u Server Rack with Sliding TFT Monitor and 8 Port KVM Switch (Analog/Digital) along with necessary accessories				
6	Layer 3 Switch				
7	Layer 2 Manage switch				
8	Lease Line Modem				
9	Lease line with backup from another service provider				
10	Any other (Please specify)				
Total cost of Implementation for Hardware and System Software (B=total of 1 to 10)					

Table 3: Calculation table for Post warranty charges i.e. AMC/ATS for 2 years

SI No.	Item	Qty	Cost (₹)	Taxes at present rate (₹)	Total (₹)
1	Credit Risk & Operational Risk Management System				
1.1	Credit Risk Management Solution				
1.2	Operational Risk Management Solution				
1.9	Other module (if any, please specify)				
2	Server				
2.1	Database Server – DC site				
2.2	Application Server – DC site				
2.3	Web Server - DC site				
2.4	Database Server – DR site				
2.5	Application Server – DR site				
2.6	Web Server – DR site				
2.7	Database Server – UAT /Training				
2.8	Application Server – UAT /Training				
2.9	Web Server - UAT /Training				
2.10	Any other (Please specify)				
3	Operating System				
3.1	OS for Credit Risk & Operational Risk Management Database Server – DC site				
3.2	OS for Credit Risk & Operational Risk Management Application Server – DC site				
3.3	OS for Credit Risk & Operational Risk Management Web Server - DC site				
3.4	OS for Credit Risk & Operational Risk Management Database Server – DR site				
3.5	OS for Credit Risk & Operational Risk Management Application Server – DR site				
3.6	OS for Credit Risk & Operational Risk Management Web Server - DR site				
3.7	OS for Credit Risk & Operational Risk Management Database Server – UAT/Training				
3.8	OS for Credit Risk & Operational Risk Management Application Server–UAT/Training				
3.9	OS for Credit Risk & Operational Risk Management Web Server - UAT/Training				
3.10	Any other (Please specify)				
4	RDBMS				
4.1	RDBMS for Credit Risk & Operational Risk				

SI No.	Item	Qty	Cost (₹)	Taxes at present rate (₹)	Total (₹)
	Management Database Server – DC site				
4.2	RDBMS for Credit Risk & Operational Risk Management Database Server – DR site				
4.3	RDBMS for Credit Risk & Operational Risk Management Database Server – UAT /Training Server				
4.4	Others (if any, please specify)				
5	Storage System				
5.1	Disk Storage System (SAN)				
5.2	Tape Backup				
5.3	Any other (Please specify)				
6	42u Server Rack with Sliding TFT Monitor and 8 Port KVM Switch (Analog/Digital) along with necessary accessories				
7	Layer 3 Switch				
8	Layer 2 Manage switch				
9	Lease Line Modem				
10	Lease line with backup from another service provider				
11	Any other (Please specify)				
Total AMC/ATS cost (C=total of 1 to 11)					
Total Cost of Ownership, amount quoted in figures (Total of A of table-1, B of table-2 and C of table-3 inclusive of taxes)					
Total Cost of Ownership, amount quoted in words (Total of A of table-1, B of table-2 and C of table-3 inclusive of taxes)					

Place: _____

Date: _____

Signature: _____

Name: _____

Business Address: _____

Note:

- **Bidders** should strictly quote in the format and for periods as mentioned above.
- No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.
- The price quoted by the Bidder should be inclusive of the cost of customization for the features which are stated as 'Customization required' by the Bidder.

Format for Bank Guarantee

To

UCO BANK,
Risk Management
Head Office I, 4th Floor, 10, B.T.M. Sarani
Kolkata – 700 001

Dear Sirs,

In response to your invitation to respond to your RFP for Implementation of Credit Risk and Operational Risk Management Systems for Advanced Approaches under BASEL-II, M/s _____ having their registered office at _____

(hereinafter called the '**Bidder**') wish to respond to the said Request for Proposal (RFP) for self and other associated **Bidders** and submit the proposal for Implementation of Credit Risk and Operational Risk Management Systems for Advanced Approaches under BASEL-II and to provide related services as listed in the RFP document.

Whereas the '**Bidder**' has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of ₹10 Lacs (Rupees Ten Lacs only) as bid security as required to be submitted by the '**Bidder**' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. If the **Bidder** withdraws his proposal during the period of the proposal validity; or
2. If the **Bidder**, having been notified of the acceptance of its proposal by The Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to **UCO BANK** the said amount of Rupees Ten Lacs without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by **UCO BANK** which shall be conclusive and binding on us irrespective of any dispute or difference raised by the **Bidder**.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed ₹10.00 Lacs (Rupees Ten lacs only).
2. This Bank guarantee will be valid upto _____ (last date of bid submission plus 180 days) and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before _____.

In witness whereof The Bank, through the authorized officer has sets its hand and stamp on this _____ day of _____ at _____.

Annexure – VIII A

Undertaking

This is to certify that the information furnished herein and as per the documents submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of RFP document and are liable to any punitive action for furnishing false information / documents.

Dated this ____ day of _____ 2011

Signature

(Company Seal)

In the capacity of

Duly authorized to sign bids for and on behalf of:

Annexure – VIII B

Undertaking

We hereby declare that no inquiries or investigations have been threatened, commenced or pending against us or any other member of the consortium by any statutory or regulatory or investigative agencies or lending institutions.

Dated this ____ day of _____ 2011

Signature

(Company Seal)

In the capacity of

Duly authorized to sign bids for and on behalf of:

FORMAT OF PERFORMANCE BANK GUARANTEE

To: _____ (Name of Purchaser) WHEREAS
..... (Name of Supplier) (hereinafter called "the
Supplier") has undertaken, in pursuance of Contract No..... dated,..... 20__.
to supply.....(Description of Products and
Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a recognized Bank for the sum specified therein, as security for compliance with the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier, up to a total of
(Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Supplier to be in default under the Contract and without cavil or argument, any sum or sums within the limit of
(Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....

Signature and Seal of Guarantors

(Supplier's Bank)

Date.....

Address:
.....
.....

NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement ("Agreement") is made on this _____ day of _____ 2011

BETWEEN

_____ a company incorporated in India under the Companies Act, 1956, and having its office at _____, India ("First Party")

AND

UCO Bank, a body corporate constituted under the provisions of Banking Companies (Acquisition and Transfer of Undertakings) Act 1970 as amended by Banking Laws (Amendment) Act 1985, and having its Head office at 10, B.T.M. Sarani, Kolkata, West Bengal, India ("Second Party").

Collectively referred to as "Parties" and, individually as "Party".

WHEREAS:

- A. The Parties intend to enter into discussions with each other, to enable the First Party to assist the bank in implementation of Credit Risk & Operational Risk Management System for advanced approaches under BASEL-II, as per the Scope of Work covered under Request For Proposal dated 10/01/2011, and duly accepted by the First Party vide their letter_____.
- B. In order to proceed with the Purpose, the Parties have agreed to exchange certain Confidential Information (hereinafter defined) concerning the Purpose and have agree to provide and to accept such Confidential Information on a strictly confidential basis and on the terms and conditions set out below.
- C. The Party disclosing information shall hereinafter be referred to as the "Disclosing Party" and the Party receiving such information shall be referred to as the "Receiving Party".

IN CONSIDERATION of each Party's access to the other Party's Confidential Information and for other good and valuable consideration (the receipt and sufficiency of which is hereby acknowledged), each Party agrees to the following terms and conditions:

1. The term "Confidential Information" for the purpose of this Agreement shall mean any and all information and/or data which is obtained, whether in writing, pictorially, in machine readable form, orally or by observation during their visits, in connection with the Purpose or otherwise, including but not limited to, financial information, know-how, processes, schematics, technology, customer information, supplier information, sales statistics, pricing information, market intelligence, marketing and other business strategies and the existence of this Agreement.
2. Notwithstanding any other provision of this Agreement, the Parties acknowledge that Confidential Information shall not include any information that:

- a. is or becomes publicly available without breach of this Agreement;
 - b. becomes lawfully available to either Party from a third party free from any confidentiality restriction;
 - c. is required to be disclosed under any relevant law, regulation or order of court, provided the effected Party is given prompt notice of such requirement or such order and (where possible) provided the opportunity to contest it, and the scope of such disclosure is limited to the extent possible; or
 - d. was previously in the possession of the Receiving Party and which was not acquired directly or indirectly from the Disclosing Party as evidenced by written records.
3. The Receiving Party shall use the Confidential Information only for the Purpose and not disclose any of the Confidential Information to any third party without the Disclosing Party's prior written consent.
 4. The Receiving Party shall hold and keep in strictest confidence any and all Confidential Information and shall treat the Confidential Information with at least the same degree of care and protection as it would treat its own Confidential Information.
 5. The Receiving Party shall not copy or reproduce in any way (including without limitation, store in any computer or electronic system) any Confidential Information or any documents containing Confidential Information without the Disclosing Party's prior written consent.
 6. The Receiving Party shall immediately upon request by the Disclosing Party deliver to the Disclosing Party all Confidential Information disclosed to the Receiving Party, including all copies (if any) made under clause 5. However, the Second Party shall allow the First Party to retain a copy of its working papers and supporting documentation made available to the Second Party.
 7. The Receiving Party shall not use the Confidential Information to procure a commercial advantage over the Disclosing Party.
 8. The Receiving Party acknowledges that damages are not a sufficient remedy for the Disclosing Party for any breach of any of the Receiving Party's undertakings herein provided and the Receiving Party further acknowledges that the Disclosing Party is entitled to specific performance or injunctive relief (as appropriate) as a remedy for any breach or threatened breach of those undertakings by the Receiving Party, in addition to any other remedies available to the Disclosing Party in law or in equity.
 9. The Receiving Party does not acquire any intellectual property rights under this Agreement or through any disclosure hereunder, except the limited right to use such Confidential Information in accordance with the Purpose under this Agreement.
 10. The Receiving Party shall not modify or erase the logos, trademarks etc., of Disclosing Party or any third party present on the Confidential Information. Neither party shall use or display the logos, trademarks etc., of the other party in any advertisement, press etc., without the prior written consent of the other party.

11. No warranties of any kind are given with respect to the Confidential Information disclosed under this Agreement or any use thereof, except as may be otherwise agreed to in writing. Neither party shall be liable to the other hereunder for amounts representing loss of profits, loss of business or indirect, consequential or punitive damages of the other party in connection with the provision or use of Information hereunder, except to the extent of direct costs incurred for such provision or use, constituting a breach of this Agreement.
12. No failure or delay by either Party in exercising or enforcing any right, remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise or enforcement of any other right, remedy or power.
13. Each Party hereby irrevocably submits to the exclusive jurisdiction of the courts of Kolkata
14. This Agreement supersedes all prior discussions and writings with respect to the subject matter hereof, and constitutes the entire agreement between the parties with respect to the subject matter hereof. No waiver or modification of this Agreement will be binding upon either Party unless made in writing and signed by a duly authorized representative of each Party.
15. In the event that any of the provisions of this Agreement shall be held by a court or other tribunal of competent jurisdiction to be unenforceable, the remaining portions hereof shall remain in full force and effect.
16. All obligations respecting the Confidential Information already provided hereunder shall survive any termination of this Agreement
17. This Agreement is valid and binding on the successors-in-title and permitted assigns of the respective Parties.

IN WITNESS WHEREOF this Agreement has been executed by the duly authorized representative of each Party on the day and year first above written.

SIGNED:

For and on behalf of

Name:

Title:

SIGNED:

For and on behalf of

[UCO BANK]

Name:

Title: