



UCO Bank

Head Office  
Dept. of Information Technology  
DD Block, Sector I  
Salt Lake  
Kolkata – 700 064  
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Telephone: 033-23586741, 033-23346446

**Request for Proposal (RFP)**  
**for**  
**Supply, Installation & Implementation of Anti Money**  
**Laundering System for UCO BANK**

*This document is meant for the exclusive purpose of bidding as per the specifications, terms and conditions and scope indicated and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued*

### Document Control Sheet

Name of the Company	UCO BANK
Date of issue	16-10-2008
Cost of the Bid Documents	Rs.5, 000/- (Rupees Five Thousand only) in the form of Demand Draft from a Scheduled Bank in favour of 'UCO BANK', payable at Kolkata.
Last date for submission of queries	31-10-2008
Pre-bid Meeting	05-11-2008 11.00AM
Last Date and Time for Receipt of Bids	17-11-2008 3.00PM
Date and Time of Opening of Technical Bids	17-11-2008 4.00PM
Place of Pre-bid meeting & Opening of Bids	<b>UCO Bank Head Office, Department of Information Technology, 7<sup>th</sup> Floor, 3 &amp; 4 DD Block, Sector -1, Salt Lake Kolkata 700064.</b>
Address for Communication	<b>General Manager – (HR &amp; IT) UCO Bank, Head Office, Department of Information Technology, 7<sup>th</sup> Floor, 3 &amp; 4 DD Block, Sector -1, Salt Lake Kolkata 700064.</b>

Note: This tender document is not transferable.

## **Disclaimer**

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of UCO BANK, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is not an agreement nor an offer and is only an invitation by UCO BANK to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. UCO BANK makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. UCO BANK may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

## **SECTION- I: INTRODUCTION**

To comply and actively participate in the RBI initiative, UCO Bank intends to implement and operationalize Anti Money Laundering System (AML SYSTEM). AML SYSTEM requirements are based on the contents outlined in this RFP in addition to any clarifications / directives, which may be issued by RBI from time to time.

## **SECTION 2: INVITATION FOR BIDS**

### **1. Invitation for bids**

This "Invitation for bids" is for implementation and maintenance of AML SYSTEM. Sealed offers / bids prepared in accordance with this RFP should be submitted to

**General Manager – (HR & IT)**  
**UCO Bank,**  
**Head Office, Department of Information Technology,**  
**7<sup>th</sup> Floor, 3 & 4 DD Block,**  
**Sector –1, Salt Lake**  
**Kolkata 700064.**

### **2. Due Diligence**

The bidder is expected to examine all instructions, forms, terms and specifications in this RFP and amendments, if any, thereto. Bid shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications. The bid should be precise, complete and in the prescribed format as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of a bid not responsive to this RFP in every respect will be at the bidder's risk and may result in rejection of the bid.

### **3. Cost of Bidding**

The bidder shall bear all costs associated with the preparation and submission of its bid and UCO BANK, will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

### **4. Cost of RFP / Bid document**

Cost of RFP / Bid document is Rs.5, 000/- (Rupees Five Thousand only). The prospective bidder is required to pay the prescribed amount in the form of Demand Draft from a scheduled commercial Bank in favour of 'UCO Bank', payable at Kolkata at the time of submission of the Bid Document.

### **5. Content of Bidding/RFP Document**

The major requirements, bidding procedures and General Terms & Conditions are prescribed in the RFP documents. The RFP documents include:

- Section 1: Introduction

- Section 2: Invitation for bids
- Section 3: Instructions to bidders
- Section 4: General Terms and Conditions
- Section 5: Scope of Work
- Section 6: AML SYSTEM Functionality Details
- Section 7: AML SYSTEM Architectural Details
- Section 8: Bidders' Information
- Section 9: Product Information
- Annexure – 1: Functional Requirement
- Annexure – 2: Contents and Formats of Technical Bid
- Annexure – 3: Contents and Formats of Commercial Bid

## **6. Clarification of Bidding Documents**

A prospective bidder requiring any clarification of this RFP may notify UCO BANK in writing by E-mail (hocbs.calcutta@ucobank.co.in)

UCO BANK shall respond in writing by E-Mail to any request for clarification of the bidding documents, from the prospective bidders, which it receives not later than **31-10-2008**. Further UCO BANK will respond by E-Mail, to all clarifications, without identifying the source of the inquiry. UCO BANK shall not be responsible for any external agency delays.

## **7. Amendment of RFP / Bid Document**

a) UCO BANK reserves the sole right for including any addendum to this entire bid process. The bidders shall not claim as a right for requiring UCO BANK to do the aforesaid.

b) At any time before the deadline for submission of bids / offers, UCO BANK may, for any reason, whether at its own initiative or in response to a clarification requested by prospective bidders, modify this RFP / Bid Document.

c) All prospective bidders who have received this RFP shall be notified of the amendment in writing by e-mail or fax or post, and all such amendments shall be binding on them.

d) If required in order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids UCO BANK, reserves the rights to extend the deadline for the submission of bids. However no request from the bidder, shall be binding on UCO BANK for the same.

## **SECTION 3: INSTRUCTION TO BIDDERS**

### **Preparation of Bids**

#### **1. Language of Bid**

The bid prepared by bidders, as well as all correspondence and documents relating

to the bid exchanged by the bidders and UCO BANK shall be in English only.

## **2. Clarifications on Bid document/RFP**

Before bidding, the bidders are requested to carefully examine the Bid Documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy between any of the RFP / Bid documents, they should forthwith refer the matter to UCO BANK for necessary clarifications.

## **3. Documents constituting the Bid**

The bid prepared by the bidder shall comprise the following components. The bids not conforming to the requirements shall be summarily rejected.

### **a) Technical Bid**

- i. Refer Annexure 1 & 2 for the Technical Bid contents and formats.
- ii. Please note that no price schedule should be indicated in the Technical Bid and shall only be quoted in the Financial Bid.

### **b) Commercial Bid**

- i. Refer Annexure 3 for the Commercial Bid contents and formats.
- ii. The bidders shall quote price in clear terms. Break up should abide by the Format for Commercial Bid described in Annexure 3
- iii. The bidders cannot quote for the Service(s) in part
- iv. All prices shall be for delivery of Services at UCO Bank's premises exclusive of taxes up to the satisfaction of UCO BANK or UCO Bank's representatives. The aggregate price should be quoted in words also.
- v. The Commercial Bids should strictly conform to the formats to enable evaluation of bids and special care may be taken that the bids having any hidden costs or conditional costs will be liable for straight rejection.
- vi. The price components furnished by the bidders will be solely for the purpose of facilitating the comparison of bids by UCO BANK and will not in any way restrict UCO Bank's right to negotiate the contract on any of the terms offered.
- vii. Prices quoted by the bidders shall be fixed during the entire Contract period and no increase of rates on account of cost escalation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejection straightway.

## **4. Bid Currencies**

Prices shall be quoted in Indian National Rupee.

## **5. Bid Security (EMD)**

### **a) Amount of Bid Security (EMD)**

The bidder shall furnish, as part of its bid, a Bid Security (EMD) in the form of Demand Draft / Bankers' Cheque/ Pay order from any scheduled commercial bank, drawn in favour of **"UCO BANK"** for an amount of **Rs. 1, 00,000 (Rupees One Lakh only)** payable at Kolkata and must accompany Commercial Bid.

b) Currency of Bid Security (EMD)

The Bid Security shall be furnished in Indian National Rupees.

c) Requirement of Bid Security (EMD)

The Bid Security is required to protect UCO BANK against the risk of bidder's conduct, which would warrant the security's forfeiture, pursuant to Clause 5(g) of Instruction to Bidders.

d) Rejection of Bid

Any bid not secured as mentioned above, shall be rejected by UCO BANK, without any further correspondence, as non-responsive.

e) Discharge of Bid Security of Unsuccessful bidder

Unsuccessful bidder's Bid Security will be discharged / returned as promptly as possible as but not later than 60 days after the expiration of the period of bid validity prescribed by UCO BANK.

f) Discharge of Bid Security/EMD of Successful Bidder

The successful Bidder's Bid Security amount will be discharged upon the Bidder signing the contract and furnishing of the performance security and other guarantee(s)/security in the form and manner to the satisfaction of UCO BANK, within the stipulated time.

g) Forfeiture of Bid Security

The Bid Security can be forfeited:

- a. If a bidder withdraws his bid during the bid validity period; or
- b. If a bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; or
- c. If the successful Bidder fails to sign the contract or furnish performance security and other guarantee(s)/security in the form and manner to the satisfaction of UCO BANK, as mentioned in the Bid Documents.

Any decision in this regard by UCO BANK shall be final, conclusive and binding on the Bidder.

## 6. Period of Validity of Bids

### a) Validity Period

Bids shall remain valid for 90 days after the date of bid opening prescribed by UCO BANK. UCO BANK holds the right to reject a bid valid for a period shorter than 90 days as non-responsive, without any correspondence.

### b) Extension of Period of Validity

In exceptional circumstances, UCO BANK may solicit the Bidder's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The period of validity of the Bid Security provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the Bid Security. A Bidder granting the request will not be permitted to modify its bid.

## 7. Format and Signing of Bid

### a) Authentication of Bid

The bid shall be type written and shall be signed by a person or persons duly authorized to bind the bidder to the contract. The letter of authorization shall be supported by a written power-of-attorney accompanying the bid. The person or persons signing the bid shall initial all pages of the bid, except for the un-amended printed literature.

### b) Validation of interlineations in Bid

Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with his signature.

## 8. Sealing and marking of Bids

### a) Enclosing of Bid

The Technical Bid shall be placed in separate sealed envelope clearly marking **"Implementation of Anti Money Laundering System for UCO BANK - Technical Bid.**

The Commercial Bid shall be placed in separate sealed envelope clearly marking **"Implementation of Anti Money Laundering System for UCO BANK – Commercial Bid (Prices only) – Do not open with Technical Bid "**.

Both the envelopes carrying Technical Bid (envelope A) and Commercial Bid (envelope B) should then be put in a single sealed

outer cover. The cover should read **““Bid for Implementation of the Anti Money Laundering System for UCO BANK ”**”.

Bid envelope shall also indicate the name and address of the bidder to enable the bid to be returned unopened in case it is declared "late". No indications pertaining to price or financial or commercial terms shall be made on the envelopes.

b) Mailing Address for Bids

Bid shall be addressed to UCO BANK at the following address

**UCO Bank,  
Head Office, Department of Information Technology,  
7<sup>th</sup> Floor, 3 & 4 DD Block,  
Sector –1, Salt Lake  
Kolkata 700064.**

c) Responsibility of UCO BANK

If the outer envelope is not sealed and marked as required, UCO BANK will assume no responsibility for the bid's misplacement.

## **9. Rejection of Bid**

The bid has to be submitted in the form of printed document. The bids submitted by telex, fax or email shall not be entertained. Any condition put forth by the bidders non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected, summarily.

## **10. Deadline for Submission of Bids**

a) Last date for Submission

The bids must be received by UCO BANK, at the address specified, not later than **17-11-2008, 3.00 PM**. In the event of the specified date for the submission of bids being declared a holiday for UCO BANK, the bids will be received up to the appointed time on the next working day.

b) Extension for Last date for Submission

UCO BANK may, at its own discretion, extend the period for submission of bids by amending the bid documents/RFP, in which case all rights and obligations of UCO BANK and bidders shall stand extended. However no request for extension of time from the bidders shall be binding upon UCO BANK.

## **11. Late Bids**

Any bid received by UCO BANK after the deadline for submission of bids

prescribed by UCO BANK, will be summarily rejected and returned unopened to the bidder. UCO BANK shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

## **12. Modification and Withdrawal of Bids**

### a) Written Notice

The bidder may modify or withdraw its bid after the bid's submission, provided that UCO BANK receives written notice of the modification or withdrawal, before the expiration of deadline prescribed for submission of bids.

### b) Signing and Marking of Notice

The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched. A duly signed withdrawal notice may also be sent by fax or post so as to reach the designated office before the expiration of deadline for submission of bids.

### c) Last Date for Notice

No bid may be modified subsequent to the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity. Withdrawal of a bid during this interval may result in the forfeiture of Bid Security by UCO BANK.

## **Bid Opening and Evaluation of Bids**

## **13. Opening of Technical Bids**

### a) Opening of Bids

UCO BANK will open all Technical Bids on the date and time specified, in the presence of bidders' representatives who choose to attend the Technical Bid opening at

**UCO Bank,  
Head Office, Department of Information Technology,  
7<sup>th</sup> Floor, 3 & 4 DD Block,  
Sector -1, Salt Lake  
Kolkata 700064.**

Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bids opening being declared a holiday for UCO BANK, the bids shall be opened at the appointed time and location on the next working day.

b) Announcement of Bids

The bidder's names, bid modifications or withdrawals and the presence or absence of requisite Bid Security and such other details as UCO BANK at its sole discretion may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened to the bidders or for absence of Bid Security.

c) Bids Not Considered For Evaluation

Bids that are rejected during the bid opening process shall not be considered for further evaluation, irrespective of the circumstances.

d) Pre-bid meeting

A meeting with prospective bidders will be held on 05-11-2008, 11.00 AM at UCO Bank Head Office, Department of Information Technology.

**14. Opening of Commercial Bids**

a) Opening of Bids

Commercial Bids of only technically qualified bidders will be opened. Commercial Bids of technically disqualified bidders shall not be opened and returned to the bidders.

b) Announcement of Bids

The Commercial Bids will be opened, in the presence of bidders' representatives who choose to attend the Commercial Bid opening on date and time to be communicated to the qualified bidders. The bidder's representatives who are present shall sign a register evidencing their attendance. The name of bidder, Bid Prices, Discount, etc. will be announced at the meeting.

**15. Clarification of Bids**

During evaluation of bids, UCO BANK may, at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing. If the response to the clarification is not received within the prescribed period, UCO BANK reserves the right to make its own reasonable assumptions at the total risk and cost of the bidder.

**16. Eligibility Criteria / Preliminary Examination**

- a) The prospective bidders should fulfil the respective pre-qualifications mentioned below; otherwise their bids will not be considered valid for the bid evaluation process and will be summarily rejected. The bidders should submit all the supporting documents in the bidder's eligibility proof. In the absence of such documentary evidences bid will be rejected with out any further correspondence.

Sr.No	Criteria
1	The AML solution provided by the vendor should meet the specifications laid down by RBI and other Global regulatory bodies, which should be demonstrated on request.
2	Vendor should have successfully implemented a centralized AML solution across Wide Area Network (WAN) in a Public Sector bank within the last 1 year.
3	Vendor should have an annual average turnover of not less than INR 50 crores for the last 3 years.
4	Vendor should have the capability of customizing the software as and when required by the Bank. Necessary documents to evidence this should be provided. The source code for the customized portion of the software should be made available to the Bank.
5	AML Solution should have standard Application Programme Interfaces to integrate with other systems

- b) The supporting document as described below shall be submitted along with the covering letter as a part of **Technical bid**. Without the documents, bid will be rejected in the first stage (technical evaluation) itself.
- i. All the bids must be accompanied by a Bid Security as specified in the RFP/ Bid Documents.
  - ii. Required technical details/brochure/s of AML SYSTEM offered by the bidder duly supported by schematic diagrams and technical specifications of each component offered shall be furnished along with the reasons justifying the requirement/s for each such items/components, accessories and software products as part of the Technical Bid. Bidders should provide all the information necessary as per the RFP, failing which their proposals are liable to be rejected.
  - iii. The bidders shall commit in writing to implement and operationalise the AML SYSTEM as per the time schedule indicated in this RFP.
  - iv. The bidder shall commit that the key personnel to be employed for implementation of AML SYSTEM are qualified enough with adequate experience to handle a project of this nature and involved in similar implementations and that once assigned to the project will not be moved out of it, except for reasons beyond the control of the bidder.
  - v. The bidder must organize the response in accordance with the format specified in the RFP and under no circumstance will leave a response item unanswered. If any row or column does not contain the response, the entire response will not be taken up for consideration. Any response not as per the format will not be included for any further consideration.
  - vi. The bidder must provide undertaking to make all software changes/ to provide software patches, necessary to comply with all the statutory requirements as well as any other requirements specified by the RBI from time to time, free of cost with in contract period.
  - vii. The bidder shall commit in writing that the licenses for AML SYSTEM will be provided at enterprise level based only for unrestricted use across organization, irrespective of locations or number of users for the entire / contract period.
  - viii. The bidder shall commit in writing that AML SYSTEM/software

modules / licensing will be compliant for the integration requirements across various organizational applications.

- ix. The date of completion of the project including operationalisation i.e. performing live operations shall not be later than one month from the date of award of the contract. The bidder shall categorically undertake to meet this timeline. Time being the essence of the contract; the bidder is not likely to be considered if there is no such undertaking.

(c) Completeness of bids

UCO BANK will examine the bids to determine whether they are complete, whether they meet all the terms & conditions and technical specifications and whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

### **17. Rectification of Errors**

Decision as to any arithmetical error manifest or otherwise in response to Bid Document / RFP shall be decided at the sole discretion of UCO BANK and shall be binding on the bidder. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.

### **18. Rejection / Acceptance of bid**

UCO BANK reserves the right to accept or reject any or all the bids without assigning any reason whatsoever. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder

### **19. Cancellation of bid**

UCO BANK reserves the right to re-issue /re-commence the entire bid process in case of any anomaly, irregularity or discrepancy in regard thereof. Any decision of UCO BANK in this regard shall be final, conclusive and binding on the bidder.

### **20. Evaluation and comparison of bids**

- a) A screening committee constituted by UCO BANK for the purpose of selection of the successful bidder, would evaluate Technical Bids to qualify the bidders.
- b) The proposals will be evaluated in two stages. In the first stage, i.e. Technical Evaluation, the bidders will be short listed, based on the responses given by the bidders to the questions in the RFP, other relevant information provided in the proposal, reference site feedback. In the second stage, the commercials of AML SYSTEM would be evaluated.
- c) The company profile, past experience of the bidder in the area of supply, installation, training and operationalisation of the AML SYSTEM, technical features of the AML SYSTEM, hardware/software requirements proposed to operationalize the AML SYSTEM, delivery schedule, service

support, price, etc. shall be some of the important criteria in selecting the bidder.

- d) During the period of evaluation, bidders may be asked to provide more details and explanations about information they have provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/fax/ e-mail seeking the explanation.
- e) UCO BANK reserves the right to modify / amend the evaluation process at any time during the bid process, without assigning any reason, whatsoever, and without any requirement of intimating the bidders of any such change.
- f) Technical bid evaluation methodology that UCO BANK would adopt is as given below:
- i. The functional requirement is in the form of a table which is given as Annexure I containing the required functionality features.
  - ii. The bidders should provide their response to the questionnaire in the column "Response", and enter their remarks in the last column, if any.
  - iii. The Response should be as per the table below.

Scale	Description
<b>N</b>	Functionality is not available and will not be provided by the bidder.
<b>S</b>	Required features readily available and to be provided by the bidder
<b>C</b>	Customization required. The bidder needs 15 elapsed days to complete it within the quoted cost.
<b>W</b>	Customization required. The bidder needs more than one elapsed month but less than two months time to complete it within the quoted cost.

**Note: - Elapsed time starts from the time the Letter of Intent is issued to the Bidder.**

- g) Basis for evaluation:

Marks will be allotted against each point mentioned in the functional requirement as under:

Scale	Description
<b>0</b>	N - Functionality is not available and will not be provided by the bidder.
<b>3</b>	S - Required features readily available and to be provided by the bidder
<b>2</b>	C - Customization required. The bidder needs 15 elapsed days to complete it within the quoted cost.
<b>1</b>	W - Customization required. The bidder needs more than one elapsed month but less than two months time to complete it within the quoted cost.

- h) These marks will be taken to the weighted marks which will include the following:

S No	Criteria	Marks Scored	Weightage	Weighted Marks
1	Functional Requirement		60%	
2	Company's Profile		20%	
3	Past Experience		20%	

- i) The Commercial Bids of the finally qualified and short listed bidders would be opened in their presence or their authorized representatives wishing to be present, which will be communicated separately.
- j) No intimation would be sent to the unsuccessful bidders.
- k) The evaluation of the Commercial Bids shall be based on the lowest rate quoted by the bidders as indicated in the formats suggested for furnishing the Financial Details vide Annexure -3.
- l) UCO 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.
- m) UCO BANK is not bound to accept the lowest or any bid and has the right to reject any bid without assigning any reason whatsoever. Any decision in this regard by UCO BANK shall be final, conclusive and binding on the bidders
- n) UCO BANK also reserves the right to re-issue/re-commence the bid/bid process. Any decision in this regard by UCO BANK shall be final, conclusive and binding on the bidders

## **21. Contacting UCO BANK**

### a) Contact by Writing

No bidder shall contact UCO BANK on any matter relating to its bid; from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of UCO BANK, it should be done in writing.

### b) Rejection of bid

Any effort by a bidder to influence UCO BANK in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the bidder's bid.

## **Award of Contract**

## **22. UCO Bank's right to accept any bid and to reject any bid or all bids**

UCO BANK shall however not bind itself to accept the best bid or any bid and reserves the right to accept any bid. UCO BANK reserves rights to annul the bidding process and reject all bids at any time before the award of Contract at its sole discretion, without thereby incurring any liability to the affected bidder or bidders.

## **23. Notification of acceptance of bid**

### a) Notification to bidder

Before the expiry of the period of validity of the proposal, UCO BANK shall notify the successful bidder in writing by registered letter or by fax or by hand-delivery, 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 and thereafter enter into agreement / Contract within seven (7) days from the date of

acceptance.

b) Signing of Contract

The notification of the acceptance shall be followed by signing of the contract. However, UCO BANK may negotiate certain terms with successful Bidder before signing of the contract. The signing of contract Form will amount to award of contract and Bidder will initiate the execution of the work as per the terms and conditions in the Contract. The signing of contract shall be completed within 7 days of receipt of notification of the acceptance of bid.

c) Discharge of Bid Security (EMD)

Upon the successful Bidder signing the Contract/Agreement, UCO BANK shall promptly request the Bidder to provide performance guarantee. EMD of successful Bidder shall be discharged on the Successful Bidder signing the Contract/Agreement and upon furnishing the Performance Security. The Bid Security to unsuccessful bidders shall be discharged after the bid validity period.

d) Performance Guarantee:

- i. Simultaneously with the execution of the Contract, the successful Bidder shall furnish Performance Guarantee from a scheduled commercial bank.
- ii. The value of the Performance Guarantee will be 10 % of the total contract price.
- iii. The Performance Guarantee shall be denominated in Indian Rupees.
- iv. The proceeds of the Performance Guarantee shall be payable to UCO BANK as compensation for any loss or damage resulting from the Bidder's failure to complete its obligations under and in accordance with the Contract.
- v. The Performance Bank Guarantee should be valid till end of warranty period of 1 year from the date of certificate of acceptance of AML SYSTEM.
- vi. Failure of the successful Bidder to comply with the requirement of the Performance Guarantee shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security, in which event UCO BANK may award the Contract to the next best evaluated bidder or call for new bids. Any decision in this regard by UCO BANK shall be final, conclusive and binding on the successful Bidder.
- vii. The Performance Guarantee will be discharged by UCO BANK and returned to the Vendor after 90 (ninety) days after the warranty period of 1 year from the date mentioned in acceptance certificate.

e) Expenses for the Contract

The incidental expenses of execution of Agreement / Contract and other related documents/ guarantees, etc. shall be borne by the successful Bidder.

- f) 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 UCO BANK including recover penalties as specified in this RFP or Agreement / Contract.
- g) 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 Bid Security, in which event UCO BANK may at its sole discretion, make the award to the next lowest evaluated bidder or call for new bids.

#### **SECTION 4: GENERAL TERMS AND CONDITIONS**

##### **1. Definitions**

In the Contract, the following terms shall have the following meanings and shall be interpreted accordingly:

- a) "The Contract" means the agreement to be entered into between UCO BANK and the Bidder as recorded in the Contract Form duly signed by the Parties, including all annexure, schedules, exhibits, supplements, appendices, amendments, revisions, notations and modifications thereof for supply, implementation of and Services for operation of AML SYTEM to be provided by Vendor, as indicated / spelt out in Section 5 - Scope of Work.
- b) "Bidder" or "Contractor" or "Vendor" means any person / persons / firm / company, etc., to whom work has been awarded and whose bid has been accepted by UCO BANK and shall include its authorized representatives and successors.
- c) "UCO BANK" or "The Purchaser" means UCO BANK including its successors and assigns.
- d) "The Contract Price" means the price/compensation payable to the Vendor/Bidder under and in accordance with the Contract for the due performance and observance of its contractual obligations under and in accordance with the Contract.
- e) "Service(s)" means all the services as specified in Section 5 – Scope of Work, which the Vendor/ Bidder is required to provide and/or procure for the Purchaser/UCO BANK under and in accordance with the Contract.
- f) "Warranty Period" means the period of 1 year commencing from the date of successful implementation as mentioned in the acceptance certificate issued by Purchaser/UCO BANK.

- g) "System" means Anti Money Laundering software to provide the Service(s) as specified this RFP/ Bid Document.
- h) "Acceptance of bid" means the letter/fax or any memorandum communicating to the Bidder the acceptance of his bid.
- i) "Business Day" means any day that is not a Sunday or a public holiday (as per the official holidays observed by UCO BANK).
- j) "Confidential Information" means, (i) intellectual property information; (ii) technical or business information or material not covered in (i); (iii) proprietary or internal information related to the current, future and proposed products or Service(s) of the Parties including, financial information, process/flow charts, business models, designs, drawings, data information related to products and Service(s), procurement requirements, purchasing, customers, investors, employees, business and contractual relationships, business forecasts, business plans and strategies, information the Parties provide regarding third parties; (iv) information disclosed pursuant to this Contract and (v) all such other information which by its nature or the circumstances of its disclosure is confidential
- k) "Commissioning" means the successful installation of the System in the operation mode, including supply, configuration, customization, integration, successful testing of all hardware & software to the satisfaction of the Purchaser.
- l) "Document" means any embodiment of any text or image howsoever recorded and includes any data, text, images, sound, voice, codes, computer programmes, software and / or databases or microfilm or computer generated microfiche or similar device.
- m) "Effective Date" means the date on which this Contract is signed and executed by the Parties hereto. If this Contract is executed in parts, then the date on which the last of such Contracts is executed shall be construed to be the Effective Date.
- n) "Intellectual Property Rights" means any patent, copyright, trademark, trade name, design, trade secret, permit, service marks, brands, propriety information, knowledge, technology, licenses, databases, computer programs, software, know how or other form of intellectual property right, title, benefits or interest whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.
- o) "Parties" means the Purchaser/UCO BANK and the Bidder/Vendor/ Contractor and "Party" means either of the Parties.
- p) "Site" means the place in which the operations/Service(s) are to be carried out or places approved by the Purchaser for the purposes of the

Contract together with any other places designated in the Contract as forming part of the Site.

In case of a difference of opinion on the part of the bidder in comprehending and /or interpreting any clause / provision of the Bid Documents after submission of the bid, the interpretation by Purchaser/UCO BANK and decision of Purchaser/UCO BANK in this behalf shall be final, conclusive and binding on the bidder

## **2. Interpretation**

In this Contract unless a contrary intention is evident:

- a) the clause headings are for convenient reference(s) only and do not form part of this Contract;
- b) unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;
- c) unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this RPF/Bid Document including any amendments or modifications to the same from time to time;
- d) a word in the singular includes plural and a word in the plural includes singular;
- e) a word importing a gender includes any other gender;
- f) a reference to a person includes a partnership and a body corporate;
- g) a reference to legislation includes legislation repealing, replacing or amending that legislation;
- h) where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;
- i) Reasonability and materiality of "doubt" and "controversy" shall be at the discretion of UCO BANK.

## **3. Conditions Precedent**

a) The Contract is subject to the fulfillment of the following conditions precedent by the Bidder / Vendor.

- i. Furnishing of an unconditional and irrevocable Performance Bank Guarantee.
- ii. Execution of a Deed of Indemnity.
- iii. Obtaining of all statutory, regulatory and other permissions, approvals, consents and no-objections required under applicable laws or RBI for the performance of the Service(s) under and in accordance with the Contract
- iv. Furnishing solvency certificate and certificate confirming that there are no vigilance or court cases threatened or pending against the Bidder.
- v. Furnishing of such other documents as UCO BANK / Purchaser may specify, including but not limited to definitive documents.

#### **4. Standard of Performance**

The Vendor/Bidder shall perform the Service(s) and carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in industry and with professional engineering standards recognized by the international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology, procedures and methods. The Vendor/Bidder shall always act, in respect of any matter relating to the Contract, as faithful advisors to UCO BANK and shall, at all times, support and safeguard UCO Bank's legitimate interests in any dealing with third parties.

#### **5. Use of Contract Documents & Information**

- a) The Bidder/Vendor shall treat all documents, information, data and communication of and with UCO BANK / the Purchaser as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement. The Bidder/Vendor shall execute the Non-Disclosure Agreement simultaneously at the time of execution of the Contract. The Bidder/Vendor shall not, without Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample or information or data or drawings / designs furnished by or on behalf of Purchaser/UCO BANK in connection therewith, to any person other than a person employed by the Bidder/Vendor in the performance of the Contract. Disclosure to any such employed person shall be made in utmost confidence and shall extend only so far as may be necessary and relevant for purpose of such performance and shall be subject to the terms and conditions of the Non-Disclosure Agreement.
- b) The Bidder/Vendor shall not, without Purchaser's/UCO BANK's prior written consent, make use of any document, data or information etc., enumerated in this Bid Documents save and except for due performance and observance of the Contract.
- c) Any document, other than the Contract itself, enumerated in this Bid Documents shall remain the property of Purchaser/UCO BANK and shall be returned (in all copies) to Bidder / Vendor on completion of the Bidder's/Vendor's performance under and in accordance with the Contract, if so required by Purchaser/UCO BANK.

#### **6. Intellectual Property Rights and Patent Rights**

- a) Purchaser/UCO BANK shall own and have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection with the implementation of the Contract, including all processes and products which have been developed by the Bidder/Vendor during the performance of Service(s) and for the purposes of inter- alia, use or sub-license of such

Service(s) under the Contract. The Bidder undertakes to disclose all Intellectual Property Rights arising out of or in connection with the performance of the Service(s) to the Purchaser/UCO BANK and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits, approvals, consents and no objections that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser/UCO BANK.

- b) Further, the Bidder/Vendor shall be obliged to ensure that all approvals, consents, no objections, registrations, licenses, permits and rights which are inter-alia necessary for use of the information technology system installed by the Bidder/Vendor, shall be acquired in the name of the Purchaser/UCO BANK, prior to termination of the Contract and which shall be assigned by the Purchaser/UCO BANK if necessary under the applicable laws or otherwise to the Bidder/Vendor for the purpose of execution of any of its obligations under the terms of the bid, or the Contract. However, subsequent to the term of the Contract, such approvals, consents, no objections, registrations, licenses, permits and rights etc., shall ensure to the exclusive benefit of the Purchaser/UCO BANK.
- c) The Bidder shall ensure that while it uses any software, hardware, processes or material in the course of performing the Service(s), it does not infringe/ violate the Intellectual Property Rights of any person and the Bidder/Vendor shall keep the Purchaser/UCO BANK, its directors, employees, agents and representatives indemnified against all costs, charges, expenses, liabilities, claims, damages, litigations, suits, judgments and/or otherwise howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder/Vendor or any sub-Bidder during the course of performance of the Service(s).

## **7. Indemnity**

The Bidder/Vendor shall execute and furnish to the Purchaser, a deed of indemnity in favour of the Purchaser/UCO BANK in a form and manner, as given in this RFP, indemnifying the Purchaser/UCO BANK its directors, employees, agents and representatives from and against any costs, loss, damages, expense, claims, litigations, suits, actions, judgments, and or otherwise including but not limited to those from third parties or liabilities of any kind howsoever suffered, arising out of or incurred inter alia during and after the Contract period including but not limited to third-party claims due to infringement of patent, trademark, Intellectual Property Rights, copy-rights or industrial drawings and designs arising from use of the Service(s) or any part thereof and/or otherwise.

## **8. Warranty**

- a) The Bidder/Vendor will provide 1-year warranty for the implemented Anti Money Laundering software package. Any defects/bugs noticed in the implemented software shall be reworked and/or replaced by the

- Bidder/Vendor with defect-free components free-of-cost.
- b) Bidder/Vendor should provide software patches/upgrades towards complying to all the statutory and any other requirements from RBI as specified from time to time during the Contract period, free of cost.
  - c) Post warranty the application will be covered under the AML SYSTEM. As part of AMC the Vendor/Bidder has to provide following service(s):
    - i. Vendor/Bidder has to maintain the source code and provide bug fixes for the defects / bugs noticed in the application without any additional cost.
    - ii. All upgrades should be provided as part of AMC.
    - iii. All changes required in the software to meet changes in the regulatory requirements must be provided as part of AMC at no extra cost.
    - iv. The system should be compatible with the upgrade versions of Finacle as and when released by M/S Infosys Technologies, which UCO Bank may decide to migrate from time to time.
  - d) The Vendor/Bidder shall warrant that the Anti Money Laundering System, implemented under the Contract is specifically designed and developed for UCO BANK and based on the most recent and current techniques and complies with the specifications defined later on in the document.
  - e) UCO BANK shall notify the Vendor of any claims arising under this warranty.
  - f) If the Vendor/Bidder, having been notified, fails to remedy the defect(s) within a timeframe specified UCO BANK shall proceed to take such remedial action as may be necessary, at the Vendor's/Bidder's risk and expense and without prejudice to any other rights which UCO BANK may have against the Vendor under the Contract or applicable laws or in equity.

## **9. Contract Amendments**

No variation in or modification of the terms of the Contract shall be made except by written mutual consent signed by both the Parties i.e. the Vendor/Bidder and UCO BANK.

## **10. Delay in the Vendor's/Bidder's Performance**

- a) Performance of the Contract shall be made by the Vendor/Bidder in accordance with the time schedule specified by UCO BANK
- b) A delay by the Vendor/Bidder in the performance of its Contract obligations shall render the Vendor/Bidder liable to any or all the following sanctions:
  - i. Forfeiture of its performance guarantee
  - ii. Imposition of liquidated damages, and/or
  - iii. Termination of the Contract for default
- c) If at any time during performance of the Contract, the Vendor/Bidder or its consortium partners encounter conditions impeding timely completion of the Service(s) under the Contract and performance of Service(s) / System, the Vendor/Bidder shall promptly notify UCO BANK in writing of the fact of the delay, its likely duration and its causes. As soon as practicable after receipt of the Vendor's/Bidder's notice, UCO

BANK shall evaluate the situation and may at its discretion extend the Vendor's/Bidder's time for performance, in which case the extension shall be ratified by the Parties by amendment of the Contract.

## 11. User Acceptance Test and Quality Check

- a) The User Acceptance Test, which shall involve testing of the entire set-up including the hardware, and its integration with application software and within the time limit prescribed by UCO BANK with live and test data shall be conducted by Vendor at the location prescribed by UCO BANK. The User Acceptance Test must be completed to the satisfaction of UCO BANK, within a time frame specified by UCO BANK.
- b) UCO BANK reserves the right to evolve a procedure of Quality Checking to ensure that the AML SYSTEM is according to the prescribed specifications.
- c) The system acceptance criteria shall be defined, through mutual agreement between UCO BANK & the Vendor, at the time of finalization of Contract/Agreement.
- d) Nothing stated herein above shall in any way release or discharge the Vendor from any warranty or other obligations / liabilities under and in accordance with the Contract/Agreement.
- e) On successful completion of acceptability test, receipt of deliverables, etc, and after UCO BANK/the Purchaser (which shall not be deemed to be an obligation on the Purchaser) is satisfied with the working of the AML SYSTEM, the Acceptance Certificate will be issued by UCO BANK/the Purchaser. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the AML SYSTEM.

## 12. Payment Terms

1.	Performance Guarantee Amount	10% of the contract value
2.	Required period of validity of the performance guarantee	Till completion of the warranty period (One year from the date of acceptance certificate)
3.	Period within which the purchaser will return the performance guarantee	90 days after the completion of the warranty period
4.	Period within which Service(s) under the Contract are to be completed / commissioned from the date of signing of the Contract	30 days

5.	Payment terms	<p>a) 40% of the total contract value on completion of User Acceptance Test and Pilot implementation.</p> <p>b) 50% on successful completion of implementation, acceptance and sign-off from the Bank.</p> <p>c) 10% on completion of 3 months after successful implementation.</p> <p>d) Post-warranty, AMC amount will be paid in advance at quarterly intervals.</p>
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### 13. Liquidated Damages

- a) If the Vendor fails to deliver any or all of the Service(s)/Systems or perform the Services within the time period(s) specified in the Contract/Agreement, UCO BANK/ Purchaser shall, without prejudice to its other rights and remedies under and in accordance with the Contract/Agreement, deduct from the Contract price, as liquidated damages, a sum equivalent to 1% per week or part thereof of Contract price subject to maximum deduction of 10% of the order value of the delayed Service(s) or unperformed Service(s). In case of undue delay beyond a period of 15 days unless otherwise waived by UCO BANK / Purchaser, Purchaser may consider termination of the Contract
- b) If the Vendor fails to complete the entire work before the scheduled completion date or the extended date or if the Vendor repudiates the Contract before completion of the Services, UCO BANK/the Purchaser may without prejudice to any other right or remedy available to UCO BANK/the Purchaser as under the Contract recover from the Vendor, as ascertained and agreed liquidated damages and not by way of penalty:
- c) UCO BANK/ the Purchaser may recover from the Vendor, a sum equivalent to **1.0 % of "the total Contract price"** for delay in completion of the Service(s) for each week of delay beyond the scheduled completion date or part thereof, subject to a **maximum of 10%**, even though UCO BANK/ the Purchaser may accept delay in completion after the expiry of the scheduled completion date.
- d) UCO BANK/the Purchaser may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Vendor in its hands (which includes UCO Bank's/ the Purchaser's right to claim such amount against Vendor's Bank Guarantee) or which may become due to the Vendor. Any such recovery or liquidated damages shall not in any way relieve the Vendor from any of its obligations to complete the works / Service(s) or from any other obligations and liabilities under the Contract/Agreement.

## **15. Resolution of Disputes**

The Parties shall use their best efforts to amicably settle all disputes arising out of or in connection with the Contract/Agreement in the following manner:

- a. The Party raising the 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 UCO BANK/the Purchaser and the Vendor. The matter shall then be resolved by them and the agreed course of action documented within a further period of 15 days.

The Parties agree that any dispute between the Parties, which cannot be settled by negotiation in the manner, described above, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within 20 days of the failure of negotiations.

## **16. 'No Claim' Certificate**

The Vendor shall not be entitled to make any claim, whatsoever, against UCO BANK, under or by virtue of or arising out of, the Contract/Agreement, nor shall UCO BANK entertain or consider any such claim, if made by the Vendor after he has signed a 'No Claim' Certificate in favour of UCO BANK in such forms as shall be required by UCO BANK after the works are finally accepted by UCO BANK in writing.

## **17. Commencement and Progress**

The Vendor/ Bidder shall proceed to carry out the Service(s) with diligence and care in accordance with any stipulation as to the time, manner, mode, and method of execution contained in the Contract/Agreement and shall meet the standards of good industry practice.

## **18. Start of Installation:**

Prior to taking up installation of any major component of work, the Vendor/ Bidder shall submit to UCO BANK/ the Purchaser his proposed procedures and obtain UCO Bank's/Purchaser's approval in writing.

## **19. Reporting Progress:**

The Vendor/ Bidder shall monitor progress of all the activities specified in the program of works and submit free of cost weekly progress report.

## **20. Information Security:**

- a) The Vendor/ Bidder and its personnel shall not carry any written material, layout, diagrams, floppy diskettes, hard disk, storage tapes or

any other media out of UCO BANK's/ Purchaser's premises without written permission from UCO BANK/ the Purchaser.

- b) The Vendor/ Bidder personnel shall follow UCO BANK's/ the Purchaser's information security policy and instructions in this behalf.
- c) Vendor/ Bidder shall, upon termination of the Contract/Agreement for any reason, or upon demand by UCO BANK/ Purchaser, whichever is earliest, return any and all information provided to Vendor/ Bidder by UCO BANK/the Purchaser, including any copies or reproductions, both hardcopy and electronic.

## **21. Ownership and Retention of Documents**

- a. UCO BANK/ the Purchaser shall own the documents, prepared by or for the Vendor/Bidder arising out of or in connection with the Contract/Agreement.
- b. Forthwith upon expiry or earlier termination of the Contract/Agreement and at any other time on demand by UCO BANK/the Purchaser, the Vendor/Bidder shall deliver to UCO BANK/the Purchaser all documents provided by or originating from UCO BANK/ the Purchaser 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 UCO BANK/ the Purchaser at no additional cost. The Vendor/ Bidder shall not, without the prior written consent of UCO BANK/ the Purchaser store, copy, distribute or retain any such Documents.

## **22. Data Ownership**

By virtue of the Contract/Agreement, the Vendor's/ Bidder's team may have access to personal and business information of UCO BANK/ the Purchaser and/or a third party or any taxpayer, any other person covered within the ambit of any Income tax legislation. UCO BANK/ the Purchaser have the sole ownership of and the right to use, all such data in perpetuity including any data or other information pertaining to the subscriber that may be in the possession of the Vendor/Bidder or Vendor's/Bidder's team in the course of performing the Service(s) under the Contract/Agreement.

## **SECTION 5: SCOPE OF WORK**

### **1. Overview of the scope of the Service(s)**

The bidders are required to quote the cost of the application software including the hardware on which this software would run.

The system broadly covers the following.

- a) The Anti-Money Laundering System should be implemented at UCO BANK and should cover all existing and future branches / offices of UCO BANK.
- b) Solution involves Central Financial Transactions Monitoring & Controlling Facilities along with Business Rules engine, Alerts Mechanisms and MIS

reporting based System seamlessly integrated with various organizational financial transaction based Systems/Applications, Storage and Retrieval Solution, in addition to Fraud Management.

- c) MIS Reports generation: Daily/Monthly Cheque clearing reports, Exception reports, Detailed/summary level reports, etc.

The various service(s) to be provided under the proposed Service(s) are as identified below.

## **2. IT system Configuration, Customization and Implementation Services**

- a) System Configuration and Customization
- i. The Vendor/ Bidder shall provide the technical design document including
    - Solution Architecture Overview
    - Logical & Physical Data Base Design
    - System Interfaces
    - Development Tools
    - Development Platform
    - Delivery Platform
    - System Performance benchmarks (response times, etc.)
    - Persistency of the Network Connection for remote and dial-up users
  - ii. Deliverables shall comprise:
    - Design Specification document.
  - iii. Source code for customized application and documentation of the AML SYSTEM shall be the property of the UCO BANK from the start of contract period. UCO BANK would guarantee that it would not use the source code for commercial purposes and would be willing to sign suitable legal documents in case the Vendor/Bidder so desires.
- b) System Testing
- The Vendor/Bidder shall provide a System Test Reports on the current status of testing, as part of the Service(s) reporting.
- c) System Configuration Management
- The Vendor/Bidder shall ensure facility exist for the control of documentation and application program versions, executables between environments.
- d) System Release
- i. All of the deliverables referred to below, shall be delivered to UCO BANK on commencement of the User Acceptance Testing (UAT) following the correction of any "Non Compliances".
    - Software Executables
    - Customized Software Source Code
    - System Requirements Specifications
    - Logical Data Base Design and Data Dictionary
    - Technical Design Document
    - AML SYSTEM Technical Manual
    - AML SYSTEM Administration Manual

- AML SYSTEM User Manual
  - AML SYSTEM Security Manual
- ii. On receipt of each deliverable, UCO BANK will review each deliverable within agreed time frame.
  - iii. A copy of the source code of the application developed for UCO BANK shall be handed over to UCO BANK. A copy of all subsequent updates to the source code shall also be handed over to UCO BANK after the release. UCO BANK in turn shall guarantee that it will not use the software code for any commercial purposes.

### **3. Training Services**

a) The Vendor/Bidder shall provide user training to optimal number of personnel identified by UCO BANK on functional & operational aspects of the entire AML SYSTEM.

b) The Bidder/ Vendor shall provide following types of Training

- User Training
- System Administration training.
- Top executive awareness program.
- Refresher's training – once a Year or as & when the system is upgraded.

c) Training shall be of required duration, with a batch size as mutually agreed by the UCO BANK and Vendor/Bidder.

d) Training deliverables shall be:

- User Training Plan
- Training Material in English

### **4. Project Management Services**

Project Planning, Monitoring and Control

- i. The Vendor/Bidder shall develop a Project Management Plan. The plan shall also detail all milestones and indicate when the required deliverable will be available to the UCO BANK
- ii. The Vendor/Bidder shall develop a Quality Assurance Plan for the execution of this Service(s). The Quality Assurance Plan shall address at a minimum, the following Service(s) processes:
  - Document Control
  - Change Management
  - Product Review and Approval
  - Control of third party products
  - Inspection and Testing
  - Control of Quality Records
- iii. The progress of the Service(s) shall be monitored on regular basis and the deviations, exceptions shall be analysed and corrective actions to be recommended / suggested.

- iv. The Deliverables shall be
  - Project Management Plan
  - Quality Assurance Plan
  - Progress Reports

## **5. System Maintenance & Support Services**

System Maintenance & Support services will include the following activities.

- a) Anti Money Laundering Solution (AML) software problem fixes, maintenance/ upgrades.
- b) Software requests for change shall be handled in the following manner:
  - i. Software changes/upgrades as regards to any statutory requirements or any other requirement, should be provided by the Vendor/Bidder at the earliest at free of cost with in contract period.
  - ii. End user specific functionality change or enhancement requests shall be assessed and impact analysis shall be performed by the Vendor/Bidder.
  - iii. The Change Impact on schedule for implementation & efforts shall be agreed between UCO BANK & Vendor/Bidder on case-to-case basis.

## **6. Responsibilities of Vendor/Bidder**

- a) The Vendor has to supply, install, integrate and commission the AML SYSTEM software across various Organizational Financial Transactions based Systems/Applications.
- b) The Vendor/Bidder shall configure, customize, Implement, and maintain/support the AML SYSTEM application software at UCO BANK
- c) The Vendor/Bidder shall provide & operate the helpdesk system.
- d) The Vendor/Bidder shall make arrangements to provide Application software Maintenance support, problem fixes & upgrades.

## **SECTION 6: AML SYSTEM FUNCTIONALITY DETAILS**

### **1. Hardware Recommendations**

- a) Expandability of the major components of the system such as processor, main memory, auxiliary storage, terminals, work stations, etc to take care of future needs.
- b) Reliability, fault tolerance, redundancy and high availability.
- c) LAN/WAN connectivity and support for standard communication protocols/channels like TCP/IP, VSAT, ISDN, Leased Lines and any other connectivity channel selected by the bank.
- d) Must have capability to interface & cluster with heterogeneous platforms.
- e) Ability to communicate through any communication channel used by the Bank.
- f) Backup devices like DAT, CTD, SDLT or any other backup system, etc

## 2. Software

- a) The system should have features like multi-tasking, multi – user support, timesharing, dynamic memory management, I/O spooling, multi-level security, system logging, error analysis and recovery. Other features like hardware diagnostic tools, system performance management and tuning; accounting routines and system monitoring software must be available.
- b) It should support RDBMS packages like DB2, SQL SERVER 2000, ORACLE, etc.
- c) The AML SYSTEM shall have a Graphical User Interface.
- d) The AML SYSTEM shall have a reporting tool and shall allow users to generate reports.
- e) The AML SYSTEM shall provide for transaction storage.
- f) The AML SYSTEM shall provide reporting tools with various combinations. The system shall provide for the parameters and / or combination of parameters to be supported by the reporting tools. It shall be possible to dynamically generate queries and use report writing tools to generate reports dynamically as part of the AML SYSTEM.
- g) The AML SYSTEM shall provide for encryption both for data transfer and provide options for encryption based data storage (or any other manner to ensure that data stored cannot be subject to alteration at a later point of time and legally recognized as per the laws of the country).

## SECTION 7: AML SYSTEM ARCHITECTURAL DETAILS

### 1. Systems Architecture

#### a) Standardization of Operating systems

The following broad guidelines will be followed (while evaluating the Application Solution)

- I. Open Systems and platforms, to enable addition of new systems and modules in the future
- II. Commonly used, industry standard and popular platforms, so as to ensure long-time support

In case of the proposed Solution being a mix and match of various systems with each system focusing on one or more niche areas such as Core Banking, Cash Management software there should be no issues regarding the commonality of the Operating Systems that they work on.

#### b) Hardware and Database Architecture

- I. Currently, a Centralized Banking System has been deployed in UCO BANK, to handle its Core Banking functionality. UCO BANK would like to continue with this broadly centralized architecture.
- II. The main server and the central database will be located at the System hub (central site).

- III. The main central server will have a fallback / backup / disaster recovery server, located at a different site other than the Central hub.
- IV. The proposed system should be able to communicate with the fallback / backup / disaster systems in case the main central server fails.
- V. The proposed hardware architecture for the UCO BANK is as shown below.

**2. Hardware & Software Requirements**

- a) Hardware & software Requirements for the AML SYSTEM must be capable of processing 5 to 10 lacs transactions per day in a batch and deliver the reports within 1 hour.
- b) System must be scalable to handle more volumes.
- c) Online validation of AML and fraud detection for Teller cash with draws and regulatory filtering for In and out SWIFT message.

The Vendor should give details of the minimum configuration of various Hardware components like Servers, Storage, etc and any other Software like Databases, Application servers and third party software's require to make the AML application functional & operational for the above specified volumes. If the Application is portable on multiple platforms like Intel or RISC Based servers then specify the minimum configuration for each of the platform.

**SECTION 8: BIDDER'S INFORMATION**

This section is meant to collect the various details of the bidder responding to this RFP. If the bidder partners with other third-party / bids in consortium while responding to this RFP, UCO BANK will interact **only** with the Lead bidder and the relationship(s) between the Lead bidder and the third-party should be transparent to UCO BANK

However, Lead bidder need to provide the company details of each third-party, along with their own details. In the case of overseas bidder having local Indian representatives, the details of both the overseas bidder as well as the local support representative should be given.

**1. Company Details:**

Please provide the following company details:

Title	Details
Company Name	
Address	

Contact Person / Telephone / E-mail / Fax	
Nature of Organization (Proprietary / Partnership / Pvt. Ltd. Co / Public Ltd. Co)	
Date of Incorporation of Company	
Income Tax / PAN Details	
Name of the CEO / MD	
Registered / Corporate Office Location	
Product Lines and Brief Description	
Number of Employees by Function:	
1. Development	
2. Quality Assurance	
3. Implementation	
4. Sales and Support	
5. Administrative	
6. Management	
7. Earmarked Implementation Team	
Support Centre details and products supported by these centres	
Any affiliates / associated businesses	

## 2. Financial Details:

The bidder is required to provide the following financial information:

- I. Audited balance sheet and profit and loss account for the last three financial years
- II. Earnings per share for the last three financial years, in case of listed companies
- III. Total revenues for the proposed product for the last three years if any
- IV. Profitability figures for the last 3 years.

### 3. Client List

Please provide details of the clients who are currently using the AML SYSTEM product(s) OR the client sites where the implementation of the AML SYSTEM product(s) is in progress.

Client Name (with total no. of branches in brackets)	Product Name Version	Module	Year of Purchase	Currently in use (Yes/No)	Implementation Status (Implemented / In Progress)

## SECTION 9: PRODUCT INFORMATION

### 1. AML System details

Bidders are required to provide information pertaining to the AML SYSTEM being offered, in the following table.

Product Name	
Latest version and release date	
Modules covered	
Functionality covered	
Product Ownership Details	
Relationship made between the owner of the solution and the vendor (in case of vendor not being the owner of the proposed product) and the remaining validity period of such relationship	
Available Product Platforms: <ul style="list-style-type: none"> <li>• Server Hardware and Operating systems</li> <li>• Workstation Hardware and Operating systems</li> <li>• Databases</li> <li>• Network Details</li> <li>• Bandwidth requirement</li> </ul>	
Future Version Release Calendar (with list of functions to be added in the next two versions)	

List (with description) of Application Program Interfaces ('API') exposed by the Product	
Details of any Report Writing Tools supplied with Proposed Product	
Details of Third Party Embedded Products	
List of Statutory reports provided	
List of MIS reports provided	

## 2. Product Development Processes

Bidders are required to provide the following details pertaining to their development mechanisms.

### a) Quality Assurance

Give details of your quality assurance processes for the various stages of product development and implementation	
Does the proposed product(s) fall under the purview of the certification process?	
Has the company got any quality certification? Please specify if it is under progress. If no certification process has been initiated, please give reasons.	
In case of certification already obtained, please provide following information	
<ul style="list-style-type: none"> <li>• Certifying Authority</li> </ul>	
<ul style="list-style-type: none"> <li>• Certificate Name</li> </ul>	
<ul style="list-style-type: none"> <li>• Certificate date</li> </ul>	
<ul style="list-style-type: none"> <li>• Certificate validity</li> </ul>	
<ul style="list-style-type: none"> <li>• Certification level, in case of certification granted at specific levels</li> </ul>	

### b) Product Development and enhancements

Give details of the processes and mechanisms employed during the product development and enhancements	
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**c) Version Management Details**

Please give the historical details (Version no, modules covered, etc) of the proposed modules. Also, mention the platform on which the first version was developed.	
Is the version upwards compatible?	
Please give details of the processes involved in version control.	
Is the version being offered to UCO BANK the latest version of the module(s)? If no, please give reasons.	
Is the version control being managed at individual bank level? i.e. whenever a higher version of the s/w is released, does it include the customization done for a bank, in the earlier version ?	
Please give details of the future versions being envisaged (with details of the incremental functionality covered in each version)	
Please give details of the mechanisms to take care of version upgrades in any third-party s/w, being used in the proposed solution	

**d) Problem Management**

Is there any provision in the system to log problems?	
Give details of the facilities provided in the system for fault tolerance	
How is the data integrity maintained during the occurrence of system faults?	
What facilities exist for regenerating the system in the event of a system failure? Please specify for at least the following:	
<ul style="list-style-type: none"> <li>• Minimum time to restart the system</li> <li>• Procedures for warm and cold start</li> <li>• Procedures for reloading data.</li> </ul>	

## ANNEXURE – 1: FUNCTIONAL REQUIREMENT

Sr. No.	Particulars	Response
<b>1</b>	<b>Anti Money Laundering</b>	
<b>1.1</b>	<b>Data Ingestion</b>	
1.1.1	Support for sourcing transactional and customer data from various banking/payment systems for ingestion into the AML system	
1.1.2	Support for online data exchange	
1.1.3	Support for selective on-line checks as desired by the bank and triggers e.g. transaction blocking	
1.1.4	Support for the data ingestion in following formats: - CSV - XML - Message Queues	
1.1.5	Support for data cleansing and validation features	
<b>1.2</b>	<b>Watch lists</b>	
1.2.1	<b>List Management</b> Support for list management (e.g. automated loading, automated updates, real-time updates, user maintainability)	
1.2.2	Support for periodic scanning of account/customer database against watch lists	
1.2.3	Support for name matching during the account opening process, i.e. upon opening of a new account and data transfer to the AML solution, will the latter immediately flag a match?	
1.2.4	Support for advanced search techniques like Phonetic and Fuzzy Logic	
1.2.5	Support for exclusions of names to avoid multiple false hits	
1.2.6	Support to accept names defined by users into a watch list for more detailed scrutiny and store the names for prospective searches	
1.2.7	Support for prebuilt watch lists with capability to scan specific watch lists	
1.2.8	Upload and validate against watchlist like black listed customers (internal and RBI), OFAC, PEP, Terrorist, other Banks & Fis (Internal & Foreign)	
<b>1.3</b>	<b>KYC</b>	
1.3.1	Support for replication of selective customer data based on the requirements of the systems for surveillance and monitoring	
1.3.2	The system should validate the data and warn the user for missing data elements and support modification for missing data elements	
1.3.3	The AML system should provide a list manager that will be used to manage various lists like Politically Exposed Peoples (PEPs). Users should be able to maintain internal Watch-lists to monitor their customers. Users should be able to add a watchlist.	

1.3.4	The AML system should enable the users to define checklists on the Customer / Account Static Data and to generate reports on mandatory information required for different type of accounts.	
1.3.5	The AML system should provide for completely customizable Mandatory Fields Template allowing the user complete flexibility in case any changes / additions are required in mandatory fields.	
1.3.6	After setting the Fields for each customer type, the user should be able to generate Mandatory Fields Missing Report from the system, which should provide the user with a list of names of those customers whose accounts need to be monitored closely.	
1.3.7	The Mandatory Fields Missing Report should provide details of Mandatory Fields Static Data, which will allow the user to capture unfilled mandatory fields in customer data. This Mandatory Fields Static Data should contain the list of all the mandatory fields.	
1.3.8	The AML system should provide a Link Tracer that defines and tracks a multitude of relationships between customers. The Link Tracer should enable the compliance officer to analyse the complexity of a relationship and associations.	
1.3.9	When a user's name is entered in the Link Tracer, and the option for checking the published lists databases is enabled, the AML system should scan for the customer's name among all the stored published lists system databases.	
1.3.10	The user should also have a provision to search for Duplicate Data regarding a customer, when compared to another customer of the BANK.	
1.3.11	The user should also be able to search Static Databases based on parameters such as Address, Introducer's Name, PAN, Phone No., etc. The result of the search should be a list of customer's personal / geographical relationships with other customers.	
1.3.12	A search made on a customer's Transactional Data by the users, should result in a list of relationships of that customer with all those who are transacting with him / her.	
1.3.13	Once these relationships are found, the user should have a facility in the system to <b>"Establish" a relationship</b> , and this relationship should be saved in the system along with the customer's other static data. The user should also have the option of change.	
1.3.14	The AML system should enable the user to refine the search criteria from Exact Match to Similar Sounding, Partial Name Search, Initials Search, and Sub String search. The user should be able to restrict the number of search results by entering a figure.	

1.3.15	System should permit account opening Based on defined rules for KYC e.g. as per the latest circular on KYC and anti money laundering in case of insufficient proof of identity as stipulated for customers who intend to keep balances not exceeding Rs. 50,000/	
1.3.16	System should validate the total balance maintained by a customer and sum of credits to his / her accounts before opening a new customer account in the event the customer is an existing account holder	
1.3.17	The system should allow a user to define the minimum period of account held by the introducer with the bank for the introduction of a customer (e.g. only an introducer who has maintained an account with the bank over a period of 6 months can introduce another account)	
1.3.18	The system should be able to capture the certificate given by the introducer for the address and photograph of the individual	
1.3.19	The system should not permit transactions for accounts under special categories (i.e. where the customers intend to keep balances not exceeding Rs. 50,000/- in all their accounts taken together and the total credit in all the accounts taken together is not exceeding Rs.1,00,000/-)	
1.3.20	The system should be able to generate alerts and warning messages and also an intimation to the customer when the balance reaches 40,000 / - or the total of credits in year reaches 80,000/- for want of appropriate documentation failing which the transactions will not be allowed in the account.	
1.3.21	System should be able to define accounts opened through natural calamities etc. where KYC norms have been relaxed to open such kinds of accounts	
1.3.22	The system should be able to maintain a parameter for the maximum grant given by the government / the maximum permissible credit in such kinds of accounts.	
1.3.23	The system should have the provision to allow a user define the items to be considered or excluded for counting the total credits	
<b>1.4</b>	<b>Customer Profiling</b>	
1.4.1	The system should support customer risk assessment as per the bank's standard risk grading/rating criteria	
1.4.2	The system should support classification of customers into risk/behavioural categories based on his risk classification	
1.4.3	The system should support computation of customer's expected behaviour based on his risk profiling	
1.4.4	The system should support reassessment of customer risk, reclassification and recreation of customer behavioural profile	

<b>1.5</b>	<b>Transaction Monitoring</b>	
1.5.1	The system should support detecting implicit and hidden relationships between: <ul style="list-style-type: none"> <li>o Different accounts of the same customer</li> <li>o Different customers</li> <li>o Customers and non customers</li> </ul>	
1.5.2	The system should support automated relationship identification between linked accounts	
1.5.3	The system should support monitoring transactions at relationship and individual account level	
1.5.4	The system should do behavioural analysis and support detecting and alerting the user in the event of deviation of customer from <ul style="list-style-type: none"> <li>- the expected behaviour (based on peer group)</li> <li>- historical behaviour</li> </ul>	
1.5.5	The system should be able to identify known Money laundering patters and fraud patterns like structuring, circulation of fund etc. The system should have no limits to parameterise these patterns based on the banks experiences in money laundering and fraud	
1.5.6	The system should support paramterising regulatory threshold limits and alert the users on violation / breach of these set limits	
1.5.7	The system should support artificial intelligence to setup and tune the transaction monitoring logic in run time.	
1.5.8	The system should support defining customer / group level exceptions at any stage e.g. account opening, etc.	
1.5.9	The AML system should perform transactions monitoring by analysing transactions and comparing them against set Benchmarks. Any deviation from benchmark should result in an Alert, which should be then tracked to resolution.	
1.5.10	The AML system should provide for monitoring all amount-based transactions, whether for the current day or historical by filtering the transaction data. Filters should be available in the system that will enable a user to monitor any type of transaction,	
1.5.11	The AML system should provide the user to generate a suspicious transaction report and fill up all the requisite information as per the format provided by regulation and to submit the same. The user can submit the report to the higher ups for review.	
1.5.12	The AML system should provide the user an option to view all the STRs generated and update the status as it moves from review to submission.	
<b>1.6</b>	<b>Alert Management</b>	
1.6.1	The system should support alert justification recognition i.e. the user should be able to ascertain the reason behind the alert	

1.6.2	The system should be able to escalate/highlight long pending alerts to the higher authorities as parameterised in the solution	
1.6.3	The system should support configuring alerts based on product/branch etc.	
1.6.4	The AML system should enable the user to effectively manage the alerts generated by the system, from time of generation till such time an appropriate action is taken.	
1.6.5	The AML system should have an Alerts Behaviour Monitor, which will be a list of alerts. The real time and non real time alerts should be pre-definable and the user should be able to change only select parameters.	
1.6.6	Real time Alerts –The Real time Alerts should be fired at the same time as an abnormality occurs.	
1.6.7	The following alerts should be incorporated in the AML system as real time alerts. The list below is indicative and not exhaustive, the system should provide for configuring all other alerts that shall be required by the BANK as real time alerts.	
1.6.7.1	Withdrawal to Previous Withdrawal Ratio	
1.6.7.2	Deposit to Previous Deposit Ratio	
1.6.7.3	Current Deposit Account reaching Minimum Balance	
1.6.7.4	Savings Account reaching Minimum Balance	
1.6.7.5	Huge Cash Transactions	
1.6.7.6	High / Low Deposit to Withdrawal Ratio	
1.6.7.7	High Amount Transaction by DD, TT	
1.6.7.8	Huge Cash Deposits	
1.6.7.9	Limits Crossed	
1.6.7.10	Transaction in Dormant or Sensitive Account	
1.6.7.11	Frequent transfers in related parties accounts	
1.6.7.12	Cash deposits / withdrawals beyond parameterised values	
1.6.7.13	Blacklisted customers, introducer, guarantor check	
1.6.8	The system should be able to trigger events based on the alerts e.g. in case of deposit of over 50,000/- in cash over the counter the system should prompt the user for entering the PAN number or residential address	
1.6.9	Non Real time Alerts - These alerts should be fired only when a command is generated, after collecting the data. The output of these alerts should be available in the form of a report.	
1.6.10	The following alerts should be incorporated in the AML system as non real time alerts. The list below is indicative and not exhaustive, the system should provide for configuring all other alerts required by the BANK as non real time alerts.	
1.6.10.1	Deposit or Withdrawal in Newly Opened Accounts	
1.6.10.2	Minimum Account Balance	

1.6.10.3	Frequent Transactions Just Under Reporting Threshold	
1.6.10.4	Credits and Debits within a certain period	
1.6.10.5	High Cash Deposit or Withdrawal	
1.6.10.6	Large Number of Transactions in a Day	
1.6.10.7	Foreign Exchange Transactions	
1.6.11	Subjective Alerts – These alerts should be primarily based on observations made by the teller, user or any other employee of the BANK. The AML system should allow the BANK to parameterize subjective alerts based on requirements and to modify and add alert	
1.6.12	The AML system should have an Alert Management tool, which should allow the user to perform the following operations:	
1.6.12.1	The user should be able to assign the alert generated to the various surveillance officers of the BANK. The system should change the statuses of an alert automatically in the course of assigning an alert to a user or adding notes to the alert.	
1.6.12.2	The AML system should enable the user to view complete details of alerts fired on customers, instruments and products, and transactional details with respect to a particular customer or customers.	
1.6.12.3	The user should also have the option to filter alerts based on various parameters such as time, customer, instrument, product and alert type.	
1.6.13	The AML system should allow the users to pre-assign alerts to single or multiple users. Complete audit trail should be maintained in the AML system for the alerts assignment from one user to another.	
1.6.14	The Reports should also provide information to management on the alerts status. The AML system should provide for an alert assigned report allowing the user to view the alerts and the user/users to whom these alerts have been assigned.	
1.6.15	The AML system should provide for other reports to be generated as required by the BANK at a later date.	
1.6.16	System should indicate the nature, origin, complete postal residential address, source of transaction & the use of fund in circulation & otherwise.	
<b>1.7</b>	<b>Case Management</b>	
1.7.1	The system should support Case Management	
1.7.2	The system should have the flexibility to allow the user to create a case by clubbing various alerts from cases	
1.7.3	The system should support recording the actions taken on each case	
1.7.4	The system should support entering comments and attach supporting evidence, i.e. cheque image, list of transactions etc, to the cases	
1.7.5	The system should support analytical capabilities for analysis and investigation of cases	

1.7.6	The AML system should provide for a Case Manager that should enable the user to store any kind of information in the folders that he may feel worthy in the course of investigation. The Case Manager should serve the user to undertake a paperless case investigation.	
1.7.7	Any folder in the Case Manager cannot be deleted once created. The users should be able to create their folders. The folders should enable the users to store alert info, non-alert info, and graphics. The user should be able to move the data from one folder	
<b>1.8</b>	<b>Reporting</b>	
1.8.1	The system should support all regulatory reporting requirements as mandated by the regulatory and statutory authorities from time to time.	
1.8.2	The system should support generation of various management information system and adhoc reports as required by the bank from time to time in the format as desired by the bank.	
1.8.3	The system should support achieving of reports for future reference / use.	
1.8.4	The system should support tagging the case, supporting documents, comments etc, based on unique identifier.	
<b>1.9</b>	<b>System Accessibility</b>	
1.9.1	The system should support deployment of the solution centrally with a centralise data base	
<b>1.10</b>	<b>Suspicious Activities</b>	
1.10.1	System should be able to support generation of report of all suspicious activities on a daily basis between any defined dates as listed below	
1.10.1.1	Transaction beyond threshold limits specified in accounts	
1.10.1.2	Operations in Dormant accounts	
1.10.1.3	Immediate withdrawal/Transfer of inward remittances.	
1.10.1.4	Adhoc loans to employees.	
1.10.1.5	Transactions made by specified category of users.	
1.10.1.6	Frequent transactions in round-sums, especially in respect of bills.	
1.10.1.7	Capability to find out number of cash transactions, amount per day per party / group.	
1.10.1.8	Cash credit to multiple account of the same party.	
1.10.1.9	Large number of credits to same account.	
1.10.1.10	High velocity of fund balance, frequent in and out of large amounts to various names	
1.10.1.11	Frequent and large debit to account for overseas payment and vice versa	
1.10.1.12	Unexpected repayment to sticky or problematic account	
1.10.1.13	Structuring	
1.10.1.14	Flow-through	
1.10.1.15	Circulation of funds	
1.10.1.16	Exchanging an unusually large amount of small denomination notes for those of higher denomination;	

1.10.1.17	Purchasing or selling of foreign currencies in substantial amounts by cash settlement despite the customer having an account with the bank;	
1.10.1.18	Frequent withdrawal of large amounts by means of cheques.	
1.10.1.19	Frequent withdrawal of large cash amounts that do not appear to be justified by the customer's business activity;	
1.10.1.20	Large cash withdrawals from a previously dormant / inactive account, or from an account which has just received an unexpected large credit from abroad;	
1.10.1.21	Company transactions, both deposits and withdrawals, that are denominated by unusually large amounts of cash, rather than by way of debits and credit normally associated with the normal commercial operations of the company, e.g. cheques, letters of credit	
1.10.1.22	Depositing cash by means of numerous credit slips by a customer such that the amount of each deposit is not substantial, but the total of which is substantial.	
1.10.1.23	Transactions which do not make Economic Sense	
1.10.1.24	A customer having a large number of accounts with the same Bank, with frequent transfers between different accounts;	
1.10.1.25	Transactions in which assets are withdrawn primarily in cash rather than cheques.	
1.10.1.26	Corporate accounts where deposits or withdrawals are primarily in cash rather than cheques.	
1.10.1.27	Corporate accounts where deposits and withdrawals by cheque / telegraphic transfers / foreign inward remittances / any other means are received from / made to sources apparently unconnected with the corporate business activity / dealings.	
1.10.1.28	Unusual applications for DD/TT/PO against cash.	
1.10.1.29	Accounts with large volume of credits through DD/TT/PO whereas the nature of business does not justify such credits.	
1.10.1.30	Retail deposits of many cheques but rare withdrawals for daily operations.	
1.10.1.31	An account where there are several cash deposits/withdrawals below a specified threshold level to avoid filing of reports that may be necessary in case of transactions above the threshold level, as the customer intentionally splits the transaction into smaller amounts.	
1.10.1.32	An account of a customer who does not reside/have office near the branch even though there are bank branches near his residence / office.	
1.10.1.33	Funds coming from the list of countries/centres which are known for money laundering.	
1.10.1.34	Customer who provides Insufficient or Suspicious Information	
1.10.1.35	A customer / company who is reluctant to provide complete information regarding the purpose of the business, prior banking relationships, officers or directors, or its locations.	

1.10.1.36	A customer / company who is reluctant to reveal details about its activities or to provide financial statements.	
1.10.1.37	A customer who has no record of past or present employment but makes frequent large transactions.	
1.10.1.38	Sending or receiving frequent or large volumes of remittances to /from countries outside India.	
1.10.1.39	Receiving large TT/DD remittances from various centres and remitting the consolidated amount to a different a/c / centre on the same day leaving minimum balance in the a/c.	
1.10.1.40	Maintaining multiple a/cs, transferring money among the a/cs and using one a/c as a master a/c for funds transfer.	
1.10.1.41	Certain Bank Employees arousing Suspicion	
1.10.1.42	An employee whose lavish lifestyle cannot be supported by his or her salary.	
1.10.1.43	Negligence of employees/wilful blindness is reported repeatedly.	
1.10.1.44	Funds received or paid to High/medium risk countries above a specified threshold limit.	
<b>1.11</b>	<b>Benchmarking</b>	
1.11.1	Default Benchmarks –The AML system should allow for benchmarks to be fixed based on the general behaviour of entities (Customers, Products, and Instruments etc.). The Default Benchmarks should be definable in the AML system for all customers.	
1.11.2	Visual Benchmarking – The AML systems should provide for a simple and effective tool to fix benchmarks for any alert. The system should enable historical behaviour of the selected entity plotted as a graph on the screen and the user should be able to identify the same.	
1.11.3	Specific Benchmarking feature in the AML system should provide the user an effective way of monitoring an account, the user should be able to set specific benchmark to the account for the applicable alerts.	
<b>1.12</b>	<b>Graphical Analysis Tools</b>	
1.12.1	The AML system should provide for a Regulatory Compliance graph that will enable the users to view all transactions on any given day of all or specific customers who have breached the benchmark set by the user in the Parameters table.	
1.12.2	The user should be in a position to view the debit and credit transactions by way of another chart preferably pie chart below the bar chart.	
1.12.3	The AML system should provide for a Customer Peer Review graph that should enable the user to make peer comparison between one or more customers on the basis of their transactional data. The user should be able to select multiple customers.	
1.12.4	The parameters that should be provided by way of menu options are Total Debit and Credit transaction, Minimum Credit transaction, Maximum Credit transaction, Total Credit transaction, Average Credit transaction, Minimum	

	Debit transaction, Maximum Debit transaction, Total Debit transaction, Average Debit transaction.	
1.12.5	Using the customer peer review graph the user should be able to make comparison between two or more customers on any of the above-mentioned parameters.	
1.12.6	The AML system should provide for an Account Behaviour graph that will provide the user with an overview of all the transaction made in that account. The graph should display the aggregate deposit transactions and aggregate day wise withdrawal transactions	
1.12.7	The AML system should provide for a Customer Behaviour Graph that will provide the user with an overview of all banking transactions made by a single customer. The graph should display the aggregate deposit transactions and aggregate day wise withdrawal transactions.	
1.12.8	The user should be able to view all the deposit and withdrawal transactions, which have taken place for that customer on a specific day.	
1.12.9	The user should also be in a position to view the day wise opening and closing account balances by way of a line for opening account balances and a line for closing account balances for the given period selected by the user.	
1.12.10	The user should also have the option to view the account balance movement for any given day in the graph. In this manner the user should be in a position to track the account balance movement of a customer as and when required.	
1.12.11	The above graph should enable the user to display the Total Transactional Value between given periods as specified by the user on a time slice basis. In this manner the user should be able to make a comparison of various instruments across days and within a given period.	
1.12.12	The user should be able to view the table, which would display the list of customers who have transacted through the instrument selected. The user should also be able to view the account no, debit transaction, credit transaction alongside the customers name.	
1.12.13	The user should be able to view the aggregate debit or credit transaction for the particular instrument by way of a chart preferably pie chart.	
1.12.14	The AML system should provide for a Post Transaction Analysis graph that will allow the user to query the AML system Data-warehouse in an ad-hoc manner and get information in form of graphs.	
1.12.15	The AML system should provide for a graphical representation of the alerts fired on all customers across the BANK. This graph should enable users to focus on the customers whose alert weightage are high.	
1.12.16	The AML system should provide for a graphical representation of the alerts fired on the all instruments across the BANK. This graph should enable users to focus on the instruments whose alert weightage are high.	

1.12.17	The AML system should provide for a graphical representation of the alerts fired on the all products across the BANK. This graph should enable users to focus on the products whose alert weightage are high.	
1.12.18	The AML system should provide for Flip Tables through which the user should be able to conduct a multi-dimensional analysis of the Banking information – Customers, Products, and Instruments.	
1.12.19	The user should be able to view any customer's data on the Flip Table by selecting the customer flip link provided on the customer's name from any module right across the AML system.	
1.12.20	The Customers Flip Table should display the customers, products, instruments in which they have transacted and the respective transactions that have taken place. User should be able to create their own templates and add customers to the same to monitor.	
1.12.21	The Product Flip Table should allow the user to view the transactional details Product wise- Customer wise - Instrument wise. The system should maintain primary difference between a product and instrument wherein a product is a service provided by a BANK	
1.12.22	The Instruments Flip Table should display the instruments, customers and the respective transactions that have taken place.	
1.12.23	The AML system should have a feature that enables a user to view the most active customers of the BANK for a specified day or period. The Most Active By parameter in the AML system should offer several options to the user such as Deposit Amount, Deposit Frequency etc.	
<b>1.13</b>	<b>Tools</b>	
1.13.1	The AML system should provide generation of offline reports.	
1.13.2	The AML solution should support a powerful report writer for report generation having features like:	
1.13.2.1	Drag and drop	
1.13.2.2	Arithmetic computations	
1.13.2.3	Page layouts	
1.13.2.4	Fonts	
1.13.2.5	Presentation layouts	
<b>1.14</b>	<b>Security</b>	
1.14.1	The AML system should have surveillance software to prevent malpractices. The system should provide for a foolproof security system. The built-in Security System in the software should ensure that the sensitive data that the system handles is protected.	
1.14.2	The AML system should maintain comprehensive Audit Trail detailing every user activity. Audit Trail reports should be generated and may be viewed on-screen and/or printed. The audit trail should be available for atleast 2 years.	

<b>1.15</b>	<b>Help</b>	
1.15.1	Complete Online context sensitive help should be provided in the AML system to aid the user. The help feature should invoke from any module or screen with the help of a mouse click or a function key.	
<b>1.16</b>	<b>Integration</b>	
1.16.1	The AML solution should be tightly integrated with the banks core banking solution, other payment systems, treasury etc.	
1.16.2	The solution should support both online and off line data validations and alerts	

## **ANNEXURE -2: CONTENTS AND FORMAT OF TECHNICAL BID**

The major sections of the proposal should be organized as follows:

### **1. Introduction**

This section should provide a brief write-up about the proposal, bidder and AML SYSTEM solution.

### **2. Bidder Information**

This section should provide all the relevant information about the bidder, including the required bidder information (Section 8 of the RFP).

### **3. AML SYSTEM Information**

This section should provide information about the AML SYSTEM to be implemented by the bidder (Section 8 of the RFP).

### **4. Functional Details**

This section should discuss the functional specifications of the AML SYSTEM (Section 6 of the RFP).

### **5. System Architecture and Integration**

This section should discuss the detailed system architecture including the structure, platform, the components of the AML SYSTEM solution and their integration, interfaces available for external systems, etc. (Section 7 of the RFP).

## 6. Training

This section should give the details of AML SYSTEM/ and end user training (to be provided by the bidder to UCO BANK staff, and should include time frame, schedule, training facilities, etc.

## 7. Support

This section should discuss the support methodology to be adopted by the bidder, in executing this Service(s), support centre details, staffing, response time, service level requirements, on site support arrangement, etc. (Section 7 of the RFP).

## 8. List of documents/ enclosures

Documents, other than the commercial documents, that must be submitted with the proposal are the following:-

- a) Teaming agreement/Authority letters from third party products embedded or interfaced with the AML SYSTEM/system.
- b) Details about the support centres in India and staffing structure of the bidder.
- c) Client list as per the format specified in section 8.
- d) Covering letter as mentioned in Form: I
- e) Manufacturer's Authorisation Form (MAF) in Form II
- f) Warranty Compliance Statement in Form III
- g) Earnest Money deposit prepared as mentioned in Section 3 Clause 5
- h) All the other Supporting Documents as mentioned in Section 3 clause 16
- i) Any other relevant legal document

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### **DRAFT**

### **Form - I**

**(Letter to the Bank on the vendor's letterhead)**

**The General Manager (HR & IT)**  
**UCO Bank**  
**Department of Information Technology**  
**Head Office II**  
**3 & 4 DD Block, Sector -1**  
**Salt Lake City**  
**Kolkata -700064**

Dear Sir,

**Sub: Your Request for Proposal for (ALM System)**

**Ref. Your RFP No. -**

With reference to the above Bid, having examined and understood the instructions, terms and conditions forming part of the Bid, we hereby enclose our offer for the supply of the **ALM SYSTEM** with specification as detailed in the RFP document.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred letter and enclosures. We agree to supply the **ALM SYSTEM** as per specification finalized by UCO Bank.

Yours faithfully,

**Authorised Signatories**

(Name & Designation, seal of the firm)

Date:

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**DRAFT**  
**Form - II**  
**Manufacturer's Authorisation Form (MAF)**

No. \_\_\_\_\_ dated \_\_\_\_\_

**The General Manager (HR & IT)**  
**UCO Bank**  
**Department of Information Technology**  
**Head Office II**  
**3 & 4 DD Block, Sector -1**  
**Salt Lake City**  
**Kolkata -700064**

Dear Sir,

**Subject :- Supply & Installation of (ALM System)**

**Ref - Your RFP No. :**

We \_\_\_\_\_ who are established and reputable manufactures of **(ALM System)** having offices at \_\_\_\_\_ and \_\_\_\_\_ do hereby authorise M/s \_\_\_\_\_ (Name and address of Vendor /Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for Bid offer.

We hereby extend our full guarantee and warranty for hand to hand & back to back support as per terms and conditions of the Bid and the contract for the Software and services offered against this invitation for Bid offer by the above firm.

Yours faithfully,

Authorised Signatories  
(Name & Designation)

Date :

for and on behalf of M/s \_\_\_\_\_  
(Name of manufactures)

Note: This letter of authority should be on the letter head of the manufacturing concern and should be signed by a competent person of the manufacturer.

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**DRAFT**  
**Form III**  
**Warranty Compliance Statement**

Date :

**The General Manager (HR & IT)**  
**UCO Bank**  
**Department of Information Technology**  
**Head Office II**  
**3 & 4 DD Block, Sector -1**  
**Salt Lake City**  
**Kolkata -700064**

Dear Sir,

**Subject:           Supply & Installation of (ALM System):**  
**Ref -               Your RFP No. :**

This bears reference to your RFP Ref.-----  
Dated -----.

1. We warrant that everything to be supplied by us is authentic, free from all defects faults & bugs and shall be of the highest grade and quality and consistent with the established standards for materials specification, drawings or samples if any, and shall operate properly. We shall be fully responsible for its efficient operation.
2. We shall keep UCO Bank indemnified against any loss or damage that the UCO Bank may sustain on account of any violation of patents, trademark, Operating System Licencing etc in respect of the products supplied.
3. In case we fail to meet the above standards of maintenance, there will be a penalty as mentioned in the RFP document.

Yours faithfully

Signature

(Name & Designation)

**Vendor -**

Date :

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### ANNEXURE 3: CONTENTS AND FORMAT OF FINANCIAL BID

#### 1. Cost of Acquisition

##### a) Cost Break up:

Sr.No	Cost Head	Price (INR)
1	Cost of AML SYSTEM Software	
2	Cost of Hardware	
3	Cost of Third party Tools, if any	
	a.	
	b.	
	Subtotal:	<b>SUM (3a+3b+...+..)</b>
4	AMC for three years after 1 year of warranty period	
<b>5</b>	<b>Total Cost of Anti Money Laundering System</b>	<b>SUM (1+2+3+4)</b>

##### b) Total Cost of Anti Money Laundering (AML) System = INR < in words > only.

c) L1 will be decided once the TOTAL Cost of Ownership is computed by the bank based on Other System Applications & Tools required to make AML operational. E.g. Total cost of acquisition should include following

- I. System Software
- II. Application Software
- III. Databases
- IV. Third Party Tools
- V. Others

d) UCO BANK reserves the Right to accept any bid, and to annul the bid process and reject all bids at any time prior to award of contract 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 UCO BANK Ltd's action. Any decision in these regards by UCO BANK shall be final, conclusive and binding on the bidder.

#### 2. Terms & Conditions:

a) Please note that the cost break up must be provided strictly in the format specified above

b) The total cost of acquisition of AML SYSTEM quoted in section (1) of Annexure-3, above, should be accounted for and must be valid for

- the entire Contract period including 1 year of warranty after successful acceptance of AML SYSTEM by UCO BANK and 3 years of AMC after the expiry of warranty period.
- c) The bidders must quote the corporate licenses only, with unrestricted use across organization, irrespective of locations or no of users and for entire Contract period including 1 year of warranty after successful acceptance of AML SYSTEM by UCO BANK and 3 years of AMC after the expiry of warranty period. This is applicable for AML SYSTEM as well as any third party tool requirements.
- d) The total cost of acquisition of AML SYSTEM should cover (i) Supply, customization, Implementation, Training and Operationalisation of AML SYSTEM. (ii) The warranty period of one year from the date of acceptance of AML SYSTEM and (iii) 3(three) years of AMC contract period for System Maintenance and Upgrades.
- e) All the costs are in Indian Rupees. Also, all payments will be made in Indian Rupees ONLY
- f) (i) The cost of AML SYSTEM quoted above in 1(a)(1) should include the following:
- Cost of Software
  - Cost of Corporate License, unrestricted usage across UCO BANK.
  - Cost of Customization
  - Cost of Solution Implementation including UAT and User Training.
- (ii) The cost of Hardware quoted above in 1(a) (2) should include installation cost also, if any.
- g) Cost of Third party tools quoted in 1(a)(3) should include the cost of all the third party tools /software (e.g. Oracle database, crystal reports, etc) that are mandatory requirements for the AML SYSTEM to operate/run. Detailed break up of various third party tools/ software required in this regards should be provided along-with specifications/ versions and Cost for the same. Licensing requirements for this tools/software should be specified in terms of corporate licenses only, without restrictions on Number of Users and Locations.
- h) Annual Maintenance Contract cost for three years after the expiry of warranty period should be quoted in Section 1(a)(5).
- i) The taxes & duties should be excluded from the cost quoted in 1(a) above and the same will be paid on actuals as applicable.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2008

Signature

In the capacity of  
Duly authorized to sign bids for and on behalf of:

(Company Seal)