



Bank of Baroda

Request for Qualification –

**Selection of service provider for
setting up Analytics Centre of
Excellence on BOT Model**

Bank of Baroda

15th May 2017

RFQ Reference: BCC:IT:PROC:109:39

[A] Important Dates:

#	Particulars	Timeline
1	RFQ Issuance Date	15 th May 2017
2	RFQ Coordinator Name, Contact details (Bank)	1. Mr. Arnab Das, Manager (IT) 2. Contact No. - 022-66981556 / 3237 / 3228 email: rfp.it.procurement@bankofbaroda.co.in 3. Delivery Address: The Chief Manager (IT Procurement), Bank of Baroda, C-34, G-Block, Baroda Sun Tower, 7 th Floor, BKC, Mumbai – 400051
2	Last Date of Written request for Clarifications Before the Pre-Application Meeting	19 th May 2017
3	Pre-Application Meeting	4.30 PM on 22 nd May 2017 at Bank of Baroda, Baroda Sun Tower, Bandra Kurla Complex, Mumbai - 400051
4	Last Date of Submission of Application (Closing Date)	3.30 PM on 5 th June 2017 at Bank of Baroda, Baroda Sun Tower, Bandra Kurla Complex, Mumbai - 400051
5	Application opening date for Eligibility	4.00 PM on 5 th June 2017 at Bank of Baroda, Baroda Sun Tower, Bandra Kurla Complex, Mumbai – 400051
6	Application Money	Rs. 50,000/- (Rupees fifty thousand only)

[B] Important Clarifications:

Following terms are used in the document interchangeably to mean:

1. Bank, BOB means 'Bank of Baroda'
2. Recipient, Respondent, Bidder, Bidder means the respondent to the RFQ document
3. RFQ means the Request For Qualification document
4. Proposal, Bid means "Response to the RFQ Document"

Confidentiality:

This document is meant for the specific use by the Company / person/s interested to participate in the current responseing process. This document in its entirety is subject to Copyright Laws. Bank of Baroda expects the bidders or any person acting on behalf of the bidders strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of information contained in the document, and liable to be prosecuted by the Bank in the event that such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.

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1. Introduction

1.1 Introduction

This Request for Qualification (RFQ) document has been prepared solely for the purpose of enabling Bank of Baroda (“the Bank”) to shortlist the bidders interested in setting up Analytics Centre of Excellence (ACoE) on BOT Model.

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

1.2 Information Provided

The RFQ document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the provision of services. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFQ document. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFQ document.

1.3 For Respondent Only

The RFQ document is intended solely for the information of the party to whom it is issued (“the Recipient” or “the Respondent”) and no other person or organization.

1.4 Confidentiality

The RFQ document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. The RFQ document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to the Bank. The Bank may update or revise the RFQ document or any part of it. The Recipient accepts that any such revised or amended document will be subject to the same confidentiality undertaking.

The Recipient will not disclose or discuss the contents of the RFQ document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with the Bank or any of its customers or suppliers without the prior written consent of the Bank.

1.5 Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFQ document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

1.6 Costs Borne by Respondents

All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Recipient / Respondent.

1.7 No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.

1.8 Recipient Obligation to Inform Itself

The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFQ document and the meaning and impact of that information.

1.9 Evaluation of Offers

Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of service provider, not limited to those selection criteria set out in this RFQ document.

The issuance of RFQ document is merely an invitation for shortlisting the bidders who meet the eligibility criteria and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFQ document that it has not relied on any idea,



information, statement, representation, or warranty given in this RFQ document.

1.10 Errors and Omissions

Each Recipient should notify the Bank of any error, fault, omission, or discrepancy found in this RFQ document but not later than last date of receiving clarifications as specified in Section 2.5.

1.11 Standards:

All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.

1.12 Acceptance of Terms

A Recipient will, by responding to the Bank's RFQ document, be deemed to have accepted the terms as stated in this RFQ document.

2. RFQ Response terms

2.1 Lodgment of RFQ Response

2.1.1 Application Money

Application Money as mentioned in “[A] Important Dates – 6. Application Money” by way of Bankers Cheque / Demand Draft / Pay Order favoring Bank of Baroda, payable at Mumbai, which is non-refundable, must be submitted separately along with RFQ response. The Bank may, at its discretion, reject any bidder where application money has not been furnished with RFQ response.

2.1.2 RFQ Closing Date

RFQ Response should be received by the officials as indicated in “[A] Important Dates – Last Date of Submission of RFQ Response (Closing Date)” as per the details given in this Section.

2.2 Registration of RFQ Response

Registration of RFQ response (Application) will be affected by the Bank by making an entry in a separate register kept for the purpose upon the Bank receiving the RFQ response in the above manner. The registration must contain all documents, information, and details required by this RFQ. If the submission to this RFQ does not include all the documents and information required or is incomplete or submission is through electronic mail / Fax mode, the RFQ is liable to be summarily rejected.

All submissions, including any accompanying documents, will become the property of the Bank. The Recipient shall be deemed to have licensed, and granted all rights to, the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFQ process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents.

2.3 Late RFQ Policy

RFQ responses received after the deadline for lodgment of RFQs may be registered by the Bank and may be considered and evaluated by the evaluation team at the absolute discretion of the Bank. Respondents are to provide detailed evidence to substantiate the reasons for a late RFQ submission. It should be clearly noted that the Bank has no obligation to accept or act on any reason for a late submitted response to RFQ. The Bank has no liability to any Respondent who lodges a late RFQ response for any reason whatsoever, including RFQ responses taken to be late only because of another condition of responding.

2.4 RFQ Validity period

RFQ responses must remain valid and open for evaluation according to their terms for a period of at least 180 days from the RFQ opening date.

2.5 Requests for Information

Recipients are required to direct all communications for any clarification related to this RFQ to RFQ Coordinator.

All questions relating to the RFQ must be in writing and addressed to the addresses given in 2.11 section. Interpersonal communications will not be entered into and a Respondent will be disqualified if attempting to enter into such communications.

The Respondent must communicate the same in writing on or before last date of receiving request for clarification as per details given in RFQ. The Bank will try to reply, without any obligation in respect thereof, every reasonable query raised by the Respondents in the manner specified. However, the Bank will not answer any communication initiated by the Respondents later than date given in “[A] **Important Dates – 2. Last Date of Receiving Request for Clarifications before the Pre-Application Meeting**”

However, the Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Respondents after the RFQ closes and all such information and material provided must be taken to form part of that Respondent’s response.

Respondents should invariably provide details of their email address (es) as responses to queries will only be provided to the Respondent via email. If Bank in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.

The Bank may in its absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFQ closes to improve or clarify any response.

2.6 Notification

The Bank will notify the Respondents in writing as soon as practicable after the RFQ Evaluation Complete date, about the outcome of the RFQ evaluation process, including whether the Respondent’s RFQ response has been accepted or rejected. The Bank is not obliged to provide any reasons for any such acceptance or rejection.

2.7 Disqualification

Any form of canvassing/lobbying/influence/query regarding short listing, status etc will be a disqualification.

2.8 Language of Response

The response prepared by the Bidder, as well as all correspondence and documents relating to the Response exchanged by the Bidder and the Bank and supporting documents and printed literature shall be in English language only.

2.9 Formats of Applications

The bidders should use the formats prescribed by the Bank in the response for submitting the bids.

The Bank reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects.

2.10 Timeframe

The timeframe provided in point “[A] Important Dates” above is for the overall selection process. The Bank reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be relayed to the affected Respondents during the process. The time schedule will be strictly followed. Interested bidders are expected to adhere to these timelines. However, the Bank reserves the right to change the aforementioned timelines.

2.11 RFQ Response Submission Details

Eligibility RFQ response shall be submitted in sealed envelopes super scribing:

“ELIGIBILITY RFQ RESPONSE FOR BANK OF BARODA – FOR SELECTION OF SERVICE PROVIDER FOR SETTING UP ANALYTICS CENTRE OF EXCELLENCE ON BOT MODEL & ASSOCIATED APPLICATIONS - SUBMITTED BY ON AT MUMBAI, DUE DATE

BIDDER DETAILS:

NAME, EMAIL ADDRESS, CONTACT NUMBER”

on the top of the envelope containing the Eligibility Bid. The envelope should also have the Application Money Demand Draft / Banker’s Cheque as per section 2.1.1

The response should be organized and all the pages of the proposal including annexure and documentary proofs should be numbered and be signed by the authorized signatory. The same should be submitted in the following manner:

Eligibility Bid

- ▶ Annexure 01 – Eligibility Bid - Table of Contents (list of document enclosed)
- ▶ Covering letter certifying eligibility criteria compliance (Eligibility criteria as defined in Annexure 02)
- ▶ Annexure 02 - Duly filled up Eligibility Criteria Compliance. Supporting credential letters or copies of documentation from clients or purchase order

copies certifying eligibility criteria compliance.

- ▶ Application Money - The RFQ response without accompanying the Demand Draft / Banker's Cheque towards Application Money are liable to be rejected.
- ▶ Annexure 03 - Undertaking from the Bidder
- ▶ Annexure 04 - Conformity with Hardcopy letter
- ▶ Annexure 05 - Conformity Letter
- ▶ Annexure 06 – Integrity Pact
- ▶ Executive Summary: The Executive Summary should be limited to a maximum of five pages and should provide
 - i) An overview of Bidder's organization and position with regards to Setting up Analytics Centre of Excellence (ACoE) on BOT model
 - ii) Brief description of the unique qualifications of the Bidder
 - iii) A summary on capabilities such as resources and past experience of providing such services.

Information provided in the Executive Summary is to be presented in a clear and concise manner.

- ▶ Copy of the response document along with the addendum duly putting the seal and signature on all the pages of the document for having noted contents and testifying conformance of the terms and conditions.
- ▶ One Compact Disk (CD) containing the soft copy of the Annexures and the scanned copies of credential letters / Purchase orders / supporting documents.

IMPORTANT POINTS TO BE NOTED

- a) The sealed bid envelopes should be delivered to the RFQ Coordinator at the postal address mentioned in point “[A] Important Dates – 2. RFQ Coordinator Name, Contact Details (Bank)”. The Bank has established a RFQ coordinator to provide a venue for managing bidder relationship and other requirements through the Bank's decision making body for clarification. All the queries and communication must be addressed to the RFQ coordinator / contact personnel from the Bank.
- b) The RFQ response documents should be submitted to the Bank in duplicate in paper copies i.e. two sets of envelope (One containing original and the other having the duplicate set). All envelopes should be securely sealed and stamped. Any discrepancy between the original & duplicate, the original document will prevail.
- c) The proposal should be prepared in English in MS Word / Excel / Powerpoint format.
- d) All letters including the envelope must be addressed to the following:
The General Manager (CTO, IT Projects & CRM)

Bank of Baroda, Baroda Sun Tower
C-34, G-Block, BKC, Mumbai-51

- e) Only one submission of response to RFQ by each Respondent will be permitted. In case of partnership / consortium, only one submission is permitted through the lead bidder.
- f) All responses would be deemed to be irrevocable offers / proposals from the Respondent and may if accepted by the Bank form part of the final contract between the Bank and selected Respondent.
- g) Unsigned responses would be treated as incomplete and are liable to be rejected.

2.12 Commercial Bid

The commercial quotes are not required to be submitted at the time of response submission by the bidders against this RFQ. Commercial quotations will be invited by the Bank from shortlisted **bidders only** as per Banks requirement during the RFP process.

3. Project Details

3.1 Introduction and Project Overview

Bank of Baroda is one of the largest Public Sector Bank (PSU) in India with a branch network of over 5400+ branches in India and 104 branches/offices overseas including branches of our subsidiaries, distributed in 25 countries.

3.2 Purpose

Bank of Baroda, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at C-26, G-Block, Bandra Kurla Complex, Bandra East, Mumbai - 400051 (hereinafter referred to as the “Bank”) which expression unless repugnant to the context or meaning thereof shall mean and include its successors and assigns), intends to issue this RFQ document, hereinafter called RFQ, to eligible Bidders, hereafter called as ‘Bidders’, to participate in the competitive bidding for selection of service provider for setting up Analytics Centre of Excellence on BOT Model.

The Bank, for this purpose, invites applications from Bidders who are interested in participating in this RFQ and must fulfill the eligibility criteria mentioned under Annexure 02.

3.3 Project Scope

Bank of Baroda desires to have a service provider who offers proven experience in field of Big Data Technology, Enterprise Data Ware House, advanced analytics (Predictive Modelling, Machine Learning, Deep Learning, Statistical Modelling Techniques, and Optimization), Implementation of Real time analytics in BFSI along with proven capability to run such large size engagements through proven Program Management and Change Management capabilities.

In order to kick start the analytics engine, Bank needs to put together 3 key building blocks:

- Core Capability Elements (Technology and Resources): Data Technology Setup (Big Data Technology), Data Organization & Management, Governance and Security;
- Analytics Platform, Core Analytics Delivery Capability (Integrated Roadmap for Analytics Use case Delivery across various line of businesses and Road map for implementation of real time digital analytics for various delivery channels of the bank), Establish Consumption layer (API for downstream consumption by the digital applications, end users);
- Peripheral activities such as data cleansing, data enrichment, Training, Program Management and Change Management.

The Bidder is expected to -

- 1) Create an enterprise wide Big Data Lake (BDL), will include setup of data environment including data ingestion across internal and external sources. Initially, Establish Federation Between EDW and BDL.
- 2) Design and implement a to-be analytics technology infrastructure capable of supporting real time analytics.
- 3) Setup integrated Analytics platform offering predictive analytics, machine learning and deep learning capabilities.
- 4) Setup Self Service Analytics and Visualization platform offering various dashboards, reports and scorecards using both structured and unstructured data
- 5) Identify use cases across businesses, functions, channels & situations and develop analytical models and dashboards/visualizations/reports over the period of contract
- 6) Delivery and deployment of analytics models based upon the business use cases (initially to start with use cases would be delivered through existing EDW setup which would be in future pointed to BDL infrastructure based upon success of the BDL implementation), Implement the real time analytics use cases across the organization
- 7) Build the to-be org capability through a combination of training, transition and capability building initiatives.
- 8) Migrate existing and already developed reports to BDL environment in future as required by the Bank
- 9) Project Management Office to track program & change management and prioritization of use case execution
- 10) Perform peripheral activities such as data cleansing, data enrichment, data security etc.

4. Evaluation process

A two stage process is adopted for selection of the bidder.

- ▶ Stage 1 – The first stage (Qualifying stage) of the process involves qualification of the interested bidders who make an application in accordance with the provisions of this RFQ fulfilling the eligibility criteria. At the end of this stage,

bidders meeting the eligibility criteria as mentioned in the RFQ will be eligible for participation in the second stage of the bidding process.

- ▶ Stage 2 – In the second stage (Bid stage), Bidders that are pre-qualified & shortlisted by Bank shall be provided with the RFP document and are supposed to bid for the same as mentioned in the RFP. Shortlisted bidders need to submit Non-Disclosure Agreement (NDA) for obtaining the RFP document from the bank. In this stage first the technical capability of the bidder would be evaluated and those bidders who meet the technical requirement, commercials of only those bidders would be opened. The technical evaluation and the commercial evaluation shall have the weightage of 70% and 30% respectively and this weightage shall be considered for arriving at the successful bidder.

4.1 Eligibility

Eligibility criterion for the Bidder to qualify this stage is clearly mentioned in Annexure 02 – Eligibility Criterion Compliance to this document. The bidder would need to provide supporting documents as part of the eligibility proof.

During evaluation of the Responses, the Bank, at its discretion, may ask the bidder for clarification in respect of its response. The request for clarification and the response shall be in writing, and no change in the substance of the response shall be sought, offered, or permitted

The Bank reserves the right to accept or reject any response in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the bidders to this document and bank will not entertain any correspondence in this regard.

Bidders who meet these eligibility criteria would only qualify for participating in the second stage.

5. Rules for responding to this RFQ

5.1 General

- 5.1.1 All responses received after the due date / time as mentioned in “[A] Important Dates – 4. Last Date of Submission of RFQ Response (Closing Date)” would be considered late and would be liable to be rejected.
- 5.1.2 All responses should be in English language. All responses by the bidder to this response document shall be binding on such bidder for a period of 180 days after opening of the bids
- 5.1.3 It is mandatory to submit duly filled in details in the formats provided along with this document.
- 5.1.4 If related parties (as defined below) submit more than one bid then both /all bids submitted by related parties are liable to be rejected at any stage at Bank’s discretion:
- Bids submitted by holding company and its subsidiary
 - Bids submitted by one or more companies having common director/s
 - Bids submitted by one or more partnership firms / LLPs having common partners
 - Bids submitted by one or more companies in the same group of promoters / management
 - Any other bid in the sole discretion of the Bank is in the nature of multiple bids.

5.2 Others

- 5.2.1 Responses to this RFQ should not be construed as an obligation on the part of the Bank to award a purchase contract for any services or combination of services. Failure of the Bank to select a bidder shall not result in any claim whatsoever against the Bank. The Bank reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.
- 5.2.2 By submitting a proposal, the bidder agrees to promptly contract with the Bank for any work awarded to the bidder. Failure on the part of the awarded bidder to execute a valid contract with the Bank will relieve the Bank of any obligation to the bidder, and a different bidder may be selected based on the selection process.
- 5.2.3 The Bank would not assume any expenses incurred by the bidder in preparation of the response to this RFQ and also would not return the bid documents to the Bidders

5.2.4 The Bank will not bear any costs incurred by the bidder for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.

5.3 Other RFQ Requirements

5.3.1 The Bank reserves the right to extend the dates for submission of responses to this document.

5.3.2 Bidders shall have the opportunity to clarify doubts pertaining to the response document in order to clarify any issues they may have, prior to finalizing their responses. All questions are to be submitted to RFQ Coordinator mentioned in “[A] Important Dates – 2. RFQ Coordinator”, and should be received by the nominated point of contact in writing through email before the scheduled date as indicated in the schedule of timeframe. Responses to inquiries and any other corrections and amendments will be published on Bank’s website in the form of addendum to response document or through electronic mail; the preference for distribution would be with the Bank. The bidder, who posed the question, will remain anonymous.

5.3.3 Preliminary Scrutiny – The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Bank may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on all bidders and the Bank reserves the right for such waivers and the Bank’s decision in the matter will be final.

5.3.4 Clarification of Offers – To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all bidders for clarification of their offer. The Bank has the right to disqualify the bidder whose clarification is found not suitable to the proposed project.

5.3.5 Erasures or Alterations – The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure / manual” is not acceptable. The Bank may treat the offers not adhering to these guidelines as unacceptable.

5.4 Corrupt and Fraudulent Practices

5.4.1 As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

- ▶ “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
- ▶ “Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

Bidders responding to this RFQ need to sign the Integrity Pact (IP) as per attached Annexure 06 which will be also signed by Banks representative.

5.5 Right to Reject Bids

Bank reserves the absolute and unconditional right to reject the response to this RFQ if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter. The bid is liable to be rejected if:

- ▶ It is not in conformity with the instructions mentioned in the RFQ document.
- ▶ It is not accompanied by the requisite Application Money.
- ▶ It is not properly or duly signed by the authorized signatory.
- ▶ It is received through mail / fax.
- ▶ It is received after expiry of the due date and time.
- ▶ It is incomplete including non- furnishing the required documents.
- ▶ It is evasive or contains incorrect information.
- ▶ There is canvassing of any kind.
- ▶ It is submitted anywhere other than the place mentioned in the RFQ

Annexure 01 - Bid - Table of Contents

Bid envelope to contain the following

Section #	Section Heading	Proforma Given
1	Covering letter certifying eligibility criteria compliance	Bidder to provide
2	Eligibility criteria compliance with bidder comments	Annexure 02
3	Credential letters / Purchase orders / Supporting documents	Bidder to provide
4	Application Money Demand Draft	Bidder to provide
5	Undertaking Letter	Annexure 03
6	Soft copy of the Annexure and the scanned copies of credential letters / Purchase orders / supporting documents submitted	Bidder to provide CD
7	Conformity with Hard Copy	Annexure 04
8	Conformity Letter	Annexure 05
9	Integrity Pact	Annexure 06
10	Executive Summary	Bidder to provide
11	Copy of the response document along with the addendum duly sealed and signed on all the pages of the document.	Bidder to provide
12	A certified copy of the resolution of Board, authenticated by Company Secretary/Director, authorizing an official/s of the company or a Power of Attorney copy to discuss, sign agreements / contracts with the Bank.	Bidder to provide

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

Date:

Annexure 02 - Eligibility Criteria

Eligibility Criteria Compliance to be directly met by the bidder

S. No.	Eligibility criteria	Complied (Yes/No)	Document required
1	The Bidder must be a company / partnership firm incorporated in India and operating for at least 5 years as on the date of RFP		Copy of Certificate of Incorporation and Certificate of commencement of Business (in case of Public Ltd Company) issued by the Registrar of Companies/partnership deed.
2	The Bidder must have registered a turnover of Rs. 500 Crores or above (from Indian Operations only) in each year during the last three completed financial years –2014-15, 2015-16 and 2016-17* (Not inclusive of the turnover of associate companies) * If 2016-17 Financial Statements of any bidder is unaudited then Bank would consider the Audited Financial Statements of 2013-14 along with an undertaking letter from the bidder that the 2016-17 Statements are not audited		Audited Financial Statements (and Annual Reports, if applicable) for relevant years are to be furnished CA certificate with regard to turnover is required to be submitted by the Bidder.
3	The Bidder must be net profit (after tax) making entity (from Indian operations only) continuously for the last three years, that is financial years – 2014-15, 2015-16 and 2016-17* * If 2016-17 Financial Statements of any bidder is unaudited then Bank would		Audited Financial Statements (and Annual Reports, if applicable) for relevant years are to be furnished CA certificate with regard to turnover is required to be submitted by the Bidder.

	consider the Audited Financial Statements of 2013-14 along with an undertaking letter from the bidder that the 2016-17 Statements are not audited		
5	The Bidder should have at least 200 SME resources (In India) on its rolls across areas like Business Analytics (Banking Domain Experts), Big Data ETL/ELT Developers and Data warehouse / Big Data Lake Implementation. (Resources in Support and Maintenance Activities would not be considered)		Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder.
6	The Bidder should not have been blacklisted by any Public Sector Bank/PSU/GOI Department as on date of submission of bid.		An Undertaking letter to be enclosed by the Bidder clearly stating that they are not been banned by any Bank, PSU / GOI Departments as on date of submission of bid.
7	The Bidder should have implemented a Real Time Analytics Solution/Big Data Lake meeting the below mentioned criteria in any BFSI in India or abroad, which has a minimum Business turnover / Business Mix (Advances + Deposits) of INR 2,00,000 crores with minimum Criteria. - 100 TB data stored - Daily data ingest of minimum 30 GB - Real-time / structured / unstructured data ingestion implemented - Size of the cluster having minimum 25 Nodes		Copy of the Credential Letter or Copy of Purchase order or Email Confirmation from the client's executive or an Undertaking from the bidder on the bidder's letter head confirming the implementation along with the contact details of client's representative.
8	Should have done		Copy of the Credential

	<p>implementation of some Data Analytics use cases with a BFSI in India or abroad across areas like the following:</p> <ul style="list-style-type: none"> - Customer Behavior analytics - Delinquency analysis - Churn analysis - Unstructured data analytics - Sentiment Analysis - Real time data analytics - Fraud analytics - Cross Sell - Risk based Pricing - Pricing Analytics 		<p>Letter or Copy of Purchase order or Email Confirmation from the client's executive or an Undertaking from the bidder on the bidder's letter head confirming the implementation along with the contact details of client's representative</p>
9	<p>Should have implemented projects involving Analytical Model development using predictive analytics, Machine learning, deep learning and other advanced statistical/mathematical techniques (By using SPSS/SAS/R or any other leading analytics platform)</p> <p>and</p> <p>Implemented visualization reports/dashboards/scorecard and real time dashboards (At least TWO large Indian/Global BFSI)</p>		<p>Copy of the Credential Letter or Copy of Purchase order or Email Confirmation from the client's executive or an Undertaking from the bidder on the bidder's letter head confirming the implementation along with the contact details of client's representative</p>
10	<p>Should have implemented cloud based or hybrid cloud based analytics/data lake solutions for at least THREE domestic/global institutions</p>		<p>Copy of the Credential Letter or Copy of Purchase order or Email Confirmation from the client's executive or an Undertaking from the bidder on the bidder's letter head confirming the implementation along with the contact details of client's representative</p>
11	<p>Should have at least 25 Data Scientists and 25 Data Modelers and across the organization.</p>		<p>Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the</p>

			bidder, along with the profiles of the data scientists and data modeler
12	Past/ present litigations, disputes, if any. Adverse litigations could result in disqualification, at the sole discretion of the Bank.		Brief details of litigations, disputes, if any, are to be given on Company's letter head.
13	Bidder should have been in Data Analytics /Data lake operations area for minimum 3 years		Length of existence of bidder should be mentioned.
14	Should have experience in creating learning content and coaching		Case Studies and Undertaking from the bidder on bidder's letter head signed by the authorized signatory of the bidder, along with the profiles of learning content creators

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

Annexure 03 – Undertaking

To

The General Manager
(Information Technology)
Bank of Baroda
Baroda Corporate Centre
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for selection of service provider for setting up Analytics Centre of Excellence on BOT Model

Having examined the Response Documents including all Annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer for selection of service provider for setting up Analytics Centre of Excellence on BOT Model in the 'Request for Qualification' and the other schedules of requirements and services for your bank in conformity with the said Response Documents in accordance made part of this Response.

1. If our response is accepted, we undertake participate in the RFP process.
2. We agree to abide by this Response Offer for 180 days from date of RFQ opening and our Offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer.
3. a) We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
b) Commission or gratuities, if any paid or to be paid by us to agents relating to this Bid and to Contract execution, if we are awarded the Contract are listed below.
 - i. Name and Address of the Agent - _____
 - ii. Amount and Currency in which Commission paid / payable - _____
 - iii. Purpose of payment of Commission (If commission is not paid / not payable indicate the same here) - _____
4. We agree that the Bank is not bound to accept the lowest or any Bid the Bank may receive.
5. We certify that we have provided all the information requested by the bank in the format requested for. We also understand that the bank has the exclusive



right to reject this offer in case the bank is of the opinion that the required information is not provided or is provided in a different format.

Dated this.....by20

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

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

Annexure 04 – Conformity with Hardcopy Letter

(To be given by all the Bidders participating in the RFQ on their official letterheads)

To

The General Manager
(Information Technology)
Bank of Baroda
Baroda Corporate Centre
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for selection of service provider for setting up Analytics Centre of Excellence on BOT Model

Further to our proposal dated, in response to the Request for Proposal (Bank's response No. hereinafter referred to as "**RFQ**") issued by Bank of Baroda ("**Bank**") we hereby covenant, warrant and confirm as follows:

The soft-copies of the proposal submitted by us in response to the RFQ and the related addendums and other documents including the changes made to the original response documents issued by the Bank, conform to and are identical with the hard-copies of aforesaid proposal submitted by us, in all respects.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

Annexure 05 – Conformity Letter

To

The General Manager
(Information Technology)
Bank of Baroda
Baroda Corporate Centre
Baroda Sun Tower
Bandra Kurla Complex
Bandra (E), Mumbai 400 051

Sir,

Sub: RFQ for selection of service provider for setting up Analytics Centre of Excellence on BOT Model

Further to our proposal dated, in response to the Request for Proposal (Bank's response No. hereinafter referred to as "RFQ") issued by Bank of Baroda ("Bank") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFQ and the related addendums and other documents including the changes made to the original response documents issued by the Bank shall form a valid and binding part of the aforesaid RFQ document. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

Annexure 06 – Integrity Pact

PRE CONTRACT INTEGRITY PACT

General

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on _____ day of _____ month, 20____, between, on one hand, Bank of Baroda, a body corporate constituted under the Banking Companies (Acquisitions and Transfer of Undertakings) Act, 1970 having its head office at Mandvi Baroda, and its corporate office at Baroda Corporate Centre, C-26, G-Block, Bandra Kurla Complex, Bandra East, Mumbai-400051 (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s _____ represented by Shri _____, Chief Executive Officer (hereinafter called the "BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

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

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership/registered export agency, constituted in accordance with the relevant law in the matter and the BUYER is a Public Sector Undertaking performing its functions on behalf of the President of India.

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

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

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

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

Commitments of the BUYER

1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly

or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organisation or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 1.4 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.

Commitments of BIDDERS

- 2 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:-
 - 2.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
 - 2.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
 - 2.3 BIDDERS shall disclose the name and address of agents and representatives

and Indian BIDDERS shall disclose their foreign principals or associates.

- 2.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 2.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/integrator/authorised government sponsored export entity and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.
- 2.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 2.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 2.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 2.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 2.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 2.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 2.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be closed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- 2.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

3 Previous Transgression

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

4 Earnest Money (Security Deposit)

- 4.1 While submitting commercial bid, the BIDDER shall deposit an amount (shall be specified in RFP) as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:
- (i) Bank Draft or a Pay Order in favour of Bank of Baroda
 - (ii) A confirmed guarantee by an Indian Nationalised Bank other than Bank of Baroda, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment.
 - (iii) Any other mode or through any other instrument (to be specified in the RFP).
- 4.2 The Earnest Money/Security Deposit shall be valid upto a period of seven years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.
- 4.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 4.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

5 Sanctions for Violations

- 5.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-
- 5.1.1 To immediately call off the pre contract negotiations without assigning any

reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

- 5.1.2 The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.
- 5.1.3 To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- 5.1.4 To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Base Rate of Bank of Baroda, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilised to recover the aforesaid sum and interest.
- 5.1.5 To encash the advance bank guarantee and performance bond / warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER, along with interest.
- 5.1.6 To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/ rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- 5.1.7 To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- 5.1.8 To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- 5.1.9 In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- 5.1.10 Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 5.2 The BUYER will be entitled to take all or any of the actions mentioned at para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.

5.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER . However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

6 Fall Clause

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

7 Independent Monitors

7.1 The BUYER has appointed Independent External Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Name: Mr. Shirish Balakrishna Agarkar (email id: agarkar.bob1@gmail.com)

7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

7.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.

7.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.

7.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Subcontractor(s) with confidentiality.

7.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

7.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the BUYER I BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

8 Facilitation of Investigation

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

9 Law and Place of Jurisdiction

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

10 Other Legal Actions

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

11 Validity

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

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

11.2 The parties hereby sign this Integrity Pact at _____ on _____

BUYER

BIDDER

Name of the Officer:

Chief Executive Officer

Designation:

Department:

Witness

Witness

1. _____

1. _____

2. _____

2. _____

