



UCO BANK
Department of Information Technology

Request for Proposal (RFP) for Supply, Installation, Implementation, Post-Implementation
Onsite Support of End-to-End Comprehensive & Integrated Global
Treasury Management Solution (CIGTMS)
RFP Ref. No: UCO/DIT/3441/2021-22 dated 16/12/2021
Corrigendum/Addendum

RFP Page No.	RFP Clause No.	Original RFP Clause	Query sought by the Bidder	Bank's Response/ Clarification
49-132	Section 4 : Scope of Work	Section 4 : Scope of Work	Will the bank provide for monitoring services under its existing solution or is it under the bidders purview	Bank will provide EMS tool for hardware performance monitoring and It is under bidder's purview. / search from prebid/corrigendum
49-132	Section 4 : Scope of Work	Section 4 : Scope of Work	For UAT/Test/Training, will the app and DB setup be in a single VM?	Minimum base line of the hardware has been clearly mentioned under Corrigendum published on 04.03.2022 where both Physical and VM option exists. In this regard, if production is on physical machines then non-production environment should also be on physical machines VM but country wise they should be physically separated.
NA	Branch Activities	Currently, there is no mention of branch activities in RFP.	Our understanding based on other similar projects is - "Currently branches have a portal where they ask for a quote then they capture some trades that goes to Treasury System", pls elaborate more on this requirement. Do	The selected bidder has to provide new portal/interface integration for the treasury related operation ((manual/automated way) at branch level as mentioned below which is to be carried out in automated way through proposed solution - 1. Rate Quote Module: Quoting of rate and capturing of all related details of CBS system into Treasury solution

			<p>we need to replace current portal used by branches or we need to simply import the trades.</p>	<p>2. Limit Maintenance : Rate quote module requires the transaction margin data for each customer based on preset business rules and therefore the customer profile in CBS needs to be shared/replicated in treasury software so that the customer wise transaction have correct rate and data is captured appropriately.</p> <p>3. Inward forex Transaction: Currently Branches manually monitors the Swift messages and once the inward forex transaction message is received , the branch initiates the transaction in CBS. They debit the treasury adjustment account of respective currency and credits the customer. Meanwhile they send a message to treasury software for debit of Mirror for reimbursement. On receipt of this message the treasury software generates STP accounting on real-time basis for mirror Accounting in CBS. Thus it debits the mirror to reimburse the branch intersol parking account . Thus both the currency position in treasury software and account balance in CBS is in Sync. It is desired that manual intervention at the branch for inward processing be removed by STP.</p> <p>4. Trade finance bills transaction also follows the similar logic as that of inward transaction.</p> <p>4.1 For early realization of bills, the system should invoke the Rate quote module/Chat for incorporating Swap points and spot rate. The same logic is also to be used while cancellation/early utilization of Forward Contract. This shall eliminate</p>
--	--	--	---	--

				<p>the manual EDC recovery which is presently done</p> <p>5. Outward forex Transaction : Currently the Branch initiates the outward transaction at the instance of the customer thereby debiting the customer account and releasing the SWIFT message to Correspondent Bank. Along with this a message is relayed by CBS to treasury software for accounting of outward swift in treasury software. Treasury software creates the accounting entry for credit of Mirror Account by debiting suspense account. The Branch credits the proceeds to treasury intersol parking account for offsetting the suspense entry.</p> <p>5.1 The provision for accounting of Nostro transaction charges levied by the correspondent bank is manual now and requires to be STP. Presently the branch checks the Nostro statement for the transaction charges levied for outward transaction . Then it credit the amount in treasury intersol. on T+1 day. Upon receipt of Charges the treasury manually creates the transaction in treasury software for mirror credit on T+ 2. This is then manually reconciled with the Actual Nostro Debit of transaction charge. Thus the recovery and its reconciliation of Nostro Charges is complete (manual Process) . It is proposed that this manual process be done away with by incorporating suitable mechanism akin to <u>portal</u> Inward transaction processing.</p> <p>6. Foreign currency asset and liabilities :Accounts in FCY like EEFC, RFC, FCNR , PCFC, FCTL initiated in CBS are required to be synchronized in both system on real-time basis. (</p>
--	--	--	--	--

				<p>Account ledger creation , closing , transaction accounting etc.)</p> <p>7. Customer id details along with KYC/e-KYC which is required to be opened at Treasury system follows the opening of the same under CBS. Any changes in the customer level details should be reflected in treasury vis-à-vis in CBS.</p> <p>8. Country wise/ currency wise/ Bank wise/ customer specific limit maintenance and monitoring of the same at Treasury system through STP mechanism which shall be in sync with CBS</p> <p>9. Capturing the transaction details initiated under NOSTRO Mirror account</p> <p>10. The data from Swift 940/950 message of Nostro Account statement needs to be synced on daily basis in Treasury software for reconciliation of mirror transaction processed at CBS with actual Nostro Entries.</p> <p>11. Reconciliation of the outward entries should be automatic as the data is already available in mirror prior to the 940 statement.</p> <p>12. Reconciliation of the inward entries should be automatic by allowing the inward transaction to be initiated from the data uploaded by Swift MT 940 on a Portal along with all relevant details thereby eliminating the manual processing and manual reconciliation.</p>
52 of Corrigendu	Annexure XXXI	Current Daily transaction volumes and	As part of Corrigendum/ pre-bid response. Daily	For the purpose of sizing, bidder has to make the provision for the same based on the daily volumes & future

m		Future Projections	volume and project for next 5 years is provided, we would also required current outstanding volume for more accurate sizing, Kindly share current outstanding trade volume by various type of trades.	projections for the next 5 year of trades published in the corrigendum dated 04.03.2022.
Page 27 of Corrigendum	Annexure XVII - Tab 9.10 and Tab 9.11	Application Performance Monitoring [APM] Tools	Though APM is descope as part of Corrigendum, However considering the tighter SLAs, APM would be required for constant monitoring and for alerts and notification, Is Bank currently using any APM tool and plan to extend the usage for proposed treasury solution? please confirm	Bank is not currently using any APM tool. Please refer to the pre-bid responses and corrigendum in this regard published on 04.03.2022.
Page 63 of RFP	2.10 - Security Management	2.10 - Security Management	what are the baseline securities?	Same shall be shared with the selected bidder
Page 63 of RFP	2.10 - Security Management	2.10 - Security Management	what are security and control features	Same shall be shared with the selected bidder
Page 27 of Corrigendum	Annexure XVII - Tab 9.10 and Tab 9.11	Automated Disaster Recovery tool [ADR]	as per corrigendum, ADR is removed, if ADR is removed how would the SLA be achieved and/or meet/calculated	Though ADR is removed but we invite your reference to Bank's pre-bid response and corrigendum published at Bank's website on 04.03.2022.
Page 93 of RFP	2.28 OEM Scope	2.28 OEM Scope	Do we need HLD and LLD for the server infra perspective?	Yes.

Page 129 of RFP	Level 2 (L2) Service desk	Level 2 (L2) Service desk	L3 team, can they be remote resources?	Yes. But in case of exigency, L3 may be required to visit our office and resolved the issue.
Page 143 of RFP	7.4 SLA for business Continuity and Uptime	> 1) System Availability- Uptime availability of systems , 2) Incident Management Services 3) Hardware Utilization 4) Storage Utilization 5) Patch management 6) Change and Release Management Services 7) VAPT /Audit	Bank referred it is providing EMS & ITMS tool, and the same need to be integrated, can we know the tool name to check the compatibility with Hardware and software	Current Ticket Lodging Solution – SMAX tool from M/s Microfocus Current Server and Database Utilisation Monitoring Tool – EMS tool from M/s Microfocus
Page 144 of RFP	7 RTO and RPO	7 RTO and RPO	pls confirm current ADR tool being used by bank	Bank is not currently using any ADR tool.
Page 90 of RFP	2.25.2 Backup Solution	2.25.2 Backup Solution	Bank referred only Tape cartridges , Is Cartridge management Bank to own ,including Safe guarding?	Onsite tape management will be under the purview of the bidder however at offsite Bank will facilitate the storage at identified location.

<p>Corrigendum (04.03.2022)- Pg No. 51/59</p>	<p>REVISED Annexure XXXV – Hardware End of Life and Support Declaration</p>	<p>REVISED Annexure XXXV – Hardware End of Life and Support Declaration</p>	<p>The form Heading states "Hardware". It also states on Bidder's Letter Head with seal & Sign. While Second Para states "We _____ (OEM & address) has supplied _____ (Hardware & software Make / model and quantity) ... " So is it both for HARDWARE & SOFTWARE??</p> <p>Here, bidder cannot legally state " We with name of OEM & Address" if he is submitting on his letter head with seal & sign.</p> <p>Also the bidder cannot legally certify "We confirm that the Supplied device/s will not be End-of-sale within 4 years from the date of delivery and will be under support from the date of Delivery of hardware to next 8 years. The bug / Patches/ components/ security patches and releases will be available to Bank for above mentioned 8 years duration, the same</p>	<p>This letter should be on the letterhead of the OEM duly signed by an authorized signatory</p>
---	---	---	---	--

			<p>responsibility shall so survive even after termination or expiry of the contract" on behalf of any OEM as the product is supplied by respective OEM and they need to submit this letter to UCO Bank just like MAF. Also, once contract period as mentioned in RFP is over, bank will have to sign AMC/Support contract with OEM either through Bidder or directly with OEM for availing further mentioned services.</p> <p>सूको बैंक UCO BANK</p> <p>Hence we kindly request you to amend the above form, which need to be submitted by all respective OEMs for Hardware & Software on their letter-head with seal & sign in the bid, just like, MAF.</p>	
RFP Page No. 190/25 0	Annexure XI - Undertaking for No Deviation	Annexure XI - Undertaking for No Deviation	<p>We have proposed single instance solution as part of our response + proposed more realistic SLAs. Hence we are looking at signing No deviation form with couple of conditions, Pls provide your concurrence.</p>	Single instance solution is not accepted. Hence clause stands as per RFP.

RFP Page No. 220/250	Annexure-XXII - Local Contact Certificate	Annexure-XXII - Local Contact Certificate	As part of our proposal solution, software OEM is not "make in India" category + hardware OEMs too will not fulfil 100% "make in India" clause, Is Bank open to accept proposed solution with lesser % fulfilment for "make in India" clause? Pls clarify	Please refer to page 32 of the RFP
RFP Page no. 68/250	2.10 Security Management	2.10 Security Management	<p>Security Testing - what we understand - it is related to apsec and vapt testing (apsec- application security testing) Vapt(vulnerability and penetration testing) on server and the application as well.</p> <p>Can we engage 3rd Party vendor like Net Square?</p> <p>Pls confirm our understanding on security Testing.</p>	Yes. You can engage at your own and it is confirmed on your understanding.



UCO Bank
Honours Your Trust

NOTICE TO THE BIDDERS

19.03.2022

Sub: Extension of Bid Submission date in respect of “Request for Proposal (RFP) for Supply, Installation, Implementation, Post-Implementation Onsite Support of End-to-End Comprehensive & Integrated Global Treasury Management Solution (CIGTMS). RFP Ref. No: UCO/DIT/3441/2021-22 dated 16/12/2021”.

The last date for submission of bid documents for “Request for Proposal (RFP) for Supply, Installation, Implementation, Post-Implementation Onsite Support of End-to-End Comprehensive & Integrated Global Treasury Management Solution (CIGTMS)” which was scheduled on **21.03.2022** is hereby extended **upto 30.03.2022 (4:00 P.M.)**. Technical bids will be opened on **30.03.2022 at 4:30 P.M.**

Department of Information Technology
Head Office, Kolkata