

**UCO BANK**  
**Department of Information Technology**

**Request for Proposal (RFP) for Selection of service provider for Supply, Implementation and Maintenance of CRM Solution including Digital on-boarding of customers (E-Tendering)**

**RFP Ref. No: UCO/DIT/ 2171 /2022-23 dated 23/11/2022**

**Corrigendum/Addendum**

RFP Page No.	RFP Clause No.	Original RFP Clause	Corrigendum/Addendum
150	Technical & Functional Requirement, point no-34	The platform should support Bank's requirements of 120 minutes Recovery Time Objective (RTO) and <b>Zero</b> Recovery Point Objective (RPO).	The platform should support Bank's requirements of 120 minutes Recovery Time Objective (RTO) and <b>90 minutes</b> Recovery Point Objective (RPO).
152-153	Technical Scoring Criteria (Technical Evaluation Matrix), Point no-6	<b>Demonstration and Site Visit:</b> Demonstration of the proposed solution/product with in-depth understanding of the Bank's project technical and functional requirements as per the scope. Site visit of the location/ office where proposed solution is implemented by the bidder is to be arranged by the bidder in consultation with Bank. Necessary approval and appointment for site visit is to fixed by the bidder. Site visit charges incurred on officials visiting the site will be borne by Bank.	<b>Demonstration and Site Visit:</b> Demonstration of the proposed solution/product with in-depth understanding of the Bank's project technical and functional requirements as per the scope. Site visit of the location/ office where proposed solution is implemented by the <b>bidder/OEM</b> is to be arranged by the bidder in consultation with Bank. Necessary approval and appointment for site visit is to fixed by the bidder. Site visit charges incurred on officials visiting the site will be borne by Bank.
115-120	Annexure-13 and Annexure-14	Regarding Database Licenses Point 2.2	This is to inform participating bidders that <b>Bank is already having EULA with Oracle for supply of Database licenses.</b> In case bidder proposes "Oracle" as database, bidder have to quote only numbers of licenses to be consumed in Bill of Materials (Annexure-23) and <b>price is to kept as "NIL" in Annexure-14.</b> <b>In all other cases, number of licenses and price to be quoted as per RFP terms.</b>