UCO BANK
Department of Information Technology

Request for Proposal (RFP) For Implementation of Document Management System (DMS)
RFP REF NO: UCO/DIT/20/2016-17 Date: 06/04/2016
Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s), Amendments, Addendums and Corrigendum's

SL. No.	Pg No / Clause No	Terms & Conditions as per RFP	Queries by the Bidder (s)	Bank's Response (s)
1.	Page 9/793. Eligibility Criteria Point no. 5	Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks with digitization and archiving of documents with volume of more than 30 Lacs images from any single organisation.	Bidder should have implemented DMS Solution in at least 1 Govt. Organizations/PSU/Scheduled Commercial Banks with digitization. Or OSD / Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks with digitization and archiving of documents with volume of more than 30 Lacs images from any single organisation.	The subject clause stands modified as under: "Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks/BFSI Sector with digitization and archiving of documents with volume of more than 30 Lacs images from any of these organization (single or combined volume)."

2.	Page 32/794. Facility Manageme nt Services	The selected bidder will be required to provide the one (01) resource for maintenance & support of DMS Solution. The personnel to be deployed under FM services should be technically sound to handle technical issues, administration, monitoring and backup. FM Personnel will also be responsible to maintain the complete system (software solution & hardware) and will work in shift from 10 AM to 8 PM across all working days	Please reduce the shift timing by at least an hour.	The subject clause stands modified as' The selected bidder will be required to provide the one (01) resource for maintenance & support of DMS Solution. The personnel to be deployed under FM services should be technically sound to handle technical issues, administration, monitoring and backup. FM Personnel will also be responsible to maintain the complete system (software solution & hardware) and will work from **10 AM to 6 PM** across all working days'
3.	Page 33/796. Warranty & Maintenanc e	The selected bidder should provide three years comprehensive onsite Warranty for proposed DMS Solution (Application Software and associated services) and for the scanners supplied. The period of warranty will start from the date of go live.	The selected bidder should provide three years comprehensive onsite Warranty for proposed DMS Solution (Application Software and associated services) and for the scanners supplied. The period of warranty will start from the date of supplying the software.	The selected bidder should provide three years comprehensive warranty for the Application Software licenses from the date of Go-Live. For scanners, the warranty period of three years to be calculated from the date of installation.
4.	Page 33/799. Payment Terms	Remaining amount "After 6 months of Go-Live"	Request to change this to "After 1 months of Go-Live"	No change in RFP

5.	56Annexure C - 3.28	System must provide the ability to Support multi-lingual UI interface. To start with English and Hindi	Please change the clause to "Proposed DMS solution must be Unicode compliant and initial scope of implementation to be in English" because CBS and Asset Management systems are in English and needs to be integrated. Unless other systems are not in bilingual, integration will not work. Unicode will allow UCO bank to develop multilingual UIs in future phases like Bengali, Hindi and other Indian languages.	The proposed DMS Software should be Unicode compliant for supporting different languages and shall also provide localization kits for localizing the User Interface in particular language. Further, the Workflow feature must also be Unicode compliant and shall also support customizing the interface in Local language
6.	55Annexure C - 3.5	Supported on UNIX, Linux and Windows platform. List all OS supported	Please change the clause to "UNIX/Linux/ Windows" our Records manager is highly scalable and has been deployed successfully in large implementations for US Navy for 400,000+ users and features in Forrester ECM wave and has more than 2000+ customers globally, to prove its scalability and acceptance on Windows platform.	The clause stands as per RFP.
7.	33	In view of the GoI Notification dated 27th March 2015 (F. No. 1(3)/2014-EG II) on Policy on adoption of Open Source Software for Government of India, Bidders are required to consider proposing Open Source Software (OSS) in reply to this RFP. In case the Bidder chooses to propose Closed Source Software (CSS), they will be required to provide justification / rationale for the exclusion of OSS in their response.	All leading banks in public/commercial sector have deployed CSS software as DMS as they are more agile and secure. Please allow CSS software for bidding with no unfavour disadvantage. However we will deliver all customization source code on the core product to UCO bank using our published SDK and Web Services for future maintenance.	RFP Clause is self explanatory.

8.	223. Digitization of Old and legacy records	Bidder has to implement the Application Software at Central Site within 4 weeks from the date of acceptance of Purchase Order.	Please allow implementation to be 12 weeks after acceptance of purchase order because our past experience suggests" Hardware availability in 4 weeks Requirement and System Design - 4-6 Weeks System Configuration 4 Weeks UAT 2 Weeks UAT Support 2 Weeks	It is clarified that the bidder has to provide the only DMS Application Software and scanning devices. Hence the 4 weeks' time for implementation of Application Software at Central Setup from the date of acceptance of Purchase Order is justified.
			Request you to re-schedule the timeline from 4 weeks to 24 weeks.	
			Please allow implementation to be 12 weeks after acceptance of purchase order because our past experience suggests" Hardware availability in 4 weeks Requirement and System Design - 4-6 Weeks System Configuration 4 Weeks UAT 2 Weeks UAT Support 2 Weeks	
			It seems to be very difficult to complete the implementation within 4 weeks from the date **of issuance of PO** as practically delivery of software licenses itself take atleast 3 to 4 weeks. Also any enterprise class application implementation involves multiple phases which includes SRS, SRS Sign-off, installation, commissioning, testing etc. hence request to increase this implementation timelines atleast for 3-4 months from the date of issuance of P.O. Please consider.	

9.	244. Document Maintenance, Management and Accessibility	Expected DMS Application Response Time	Please change the clause to "Expected DMS Application Response Time in controlled network i.e. LAN environment and vendor suggested infrastructure and design" Response Times are dependent on various parameters including UCO network, underlying hardware. Please consider response times only under condition of recommended hardware and LAN environment.	Expected DMS response time is given for WAN environment. Vendor will not be penalized if it is proved that the delay in Response Time occurs due to latency in Bank's network provided other parameters mentioned in the RFP are maintained.
10.	Page No. 24, Clause No, 5.1.3	The system should be capable of integration with Banks existing CBS-Finacle Applications and Loan Origination System (LAPSE). The scanned images stored in proposed solution should be retrievable through the existing application. "	DMS Solution has the capability of providing SDK and Web Service APIs for integration and retrieval of images from Finacle and LAPSE. However any development on Finacle and Lapse will be done by UCO bank . Please confirm	Any customization at Finacle /LAPS end will be taken up by Bank. However bidder shall carry out necessary changes at DMS part and provide end to end support during customization of the proposed DMS solution with Banks existing CBS-Finacle Applications and Lending Automation Processing System (LAPS). However, Bank will not provide any additional cost to the bidder for integration.

11.	Page No. 52, Annexure C	System should be capable of employing parallel processing technology which allows multiple clients to work on the same batch at the same time. Documents should be capable of being virtually disassembled to allow processing tasks to be delegated simultaneously to specific workstations before being routed back to the database for re-assembly and completion	Please provide details on document disassembly process with the help of business use case	The proposed DMS solution to be capable enough of being virtually disassembled to allow processing tasks to be delegated simultaneously to specific workstations before being routed back to the database for re-assembly and completion. It will be required at the time of workflow implementation. E.g. Suppose a form needs to be filled up by multiple departments and the form needs to be divided to multiple departments. After filling up of the disassembled forms from the multiple departments needs to be reassembled centrally.
12.	52 Annexure C	The Capture Software License must NOT restrict the usage of the capture software by the scanned volume or the number of pages scanned per year.	Please provide detail on number of capture sites with indicative volumes of documents to be scanned every day.	The indicative quantity of documents to be scanned has been already mentioned in the RFP document under the clause Scanning of Pg. no. 22. However the capture software should not be dependent on number of pages to be scanned.
13.	52 Annexure C	Application should be validating the file for upload to avoid double upload of same file (Check for file name etc.) i.e. a single file should not be uploaded twice	Please confirm whether solution must provide de-duplication check based on document hash rather than document file name as same document can be uploaded with the same file name	De-duplication check shall be based on multiple parameters and not only file name check

14.	52Annexure C	Application should have the capability to interface with Finacle and other systems. (File upload, API etc. as required from time to time).	Please elaborate on the complete scope of Finacle integration	Any customization at Finacle /LAPS end will be taken up by Bank. However bidder shall carry out necessary changes at DMS part and provide end to end support during customization of the proposed DMS solution with Banks existing CBS-Finacle Applications and Lending Automation Processing System (LAPS). However, Bank will not provide any additional cost to the bidder for integration
15.	55Annexure C	Ability to create and store users id and password in DMS repository	Passwords must be managed in UCO Bank LDAP and DMS solution must integrate with LDAP. There should not be requirement for managing passwords in multiple systems as it is against corporate security policies and will not facilitate MS AD integration and SSO.	User Id of Active Directory implemented by Bank is device specific. However the user id of DMS is user specific and hence both cannot be integrated at present.
16.	55Annexure C - 3.2	The Application should support different messaging protocols, APIs to support various Delivery Channels such as Internet Banking, etc. Similarly APIs should be commonly published for facilitating porting of external applications of Bank onto DMS FOR AO/ system	Please provide integration requirements more in detail. Also if requirements are in scope of delivery in phase 1	The proposed DMS Application should be scalable enough for integrating with various delivery channels. The proposed feature may be required to be implemented at anytime during the contract period.

17.	56Annexure C - 3.9	Should seamlessly integrate with other banking products like Core banking system and Asset management system	Please elaborate on the integration requirements. Also conform if we need to provision integration effort as part of services bid	The proposed DMS Application should be scalable enough for integrating with various delivery channels. The proposed feature may be required at a later stage of implementation. Bidder shall provision for the integration effort for integrating CBS-Finacle and Laps software. Please refer commercial bid format
18.	56Annexure C - 3.28 59Annexure C - 5.3	System shall support Fail over for user authentication for LDAP	Please clarify failover requirement from DMS perspective	User Id of Active Directory implemented by Bank is device specific. However the user id of DMS is user specific and hence both cannot be integrated at present.
19.	60Annexure C-5.22	Each route change by the user should be recorded along with the comments for changing the route and the latest modified route should be followed. The old routes should be available for view in the note	Routes are configured by Admin/Business Analyst users. User should not be able to see old routes. Please clarify	It is clarified that route changes will be done by Admin/Business Analyst users/ Authorised users of the Bank.
20.	Page No.40Clause 20. Indemnity	The system should support digital signatures.	Please confirm whether the digital signatures needs to be applied on the documents	Yes, the digital signatures needs to be applied on the documents
21.	56Annexure C - 3.9		Please add "The total liability of the selected bidder shall not exceed the total cost of the order value."	Please refer to indemnity clause no. 20 given on page no. 14.

22.			Please add " Termination right for the Bidder: The Bidder may terminate this Agreement upon written notice to the Bank if the Bank commits a default or material breach under this Agreement and does not remedy the default or material breach within 30 days of notice from the Bidder. Please add "The total liability of the selected bidder shall not exceed the total cost of the order value."	Query Not Admissible
23.	Part-I Point3. Eligibility Criteria Sr. No. 2 Page No. 8	The Bidder should have a minimum annual turnover of Rs 15 Crores per year during last three financial years i.e. 2012-13, 2013-14 and 2014-15.	Sir, we are Gujarat based IT company having similar experience and implemented the similar solutions in the public sector. We have COTs based scalable product for your requirement. We have annual average 5.21 Crores turnovers since last three years and cumulative more than15crore. We would request you to change this clause as: The bidder should have minimum annual turnover of Rs. 5 crores per year during last three financial year's i.e. 2012-13, 2013-14 and 2014-15.	Requirement stands as per RFP

24.	Part-II Point 3. Tender Document & Fee and Point 4. Earnest Money Deposit Sr. No. 2 Page No. 10,11	Tender Document & Fee and Earnest Money Deposit	Sir, we are registered with NSIC as a small industry. Will you allow exemptions form FEE and EMD as per the government current policy?	Bank will provide exemption on the submission of the EMD for bidders who are Micro, Small & Medium Enterprise (MSME) and are registered with National Small Scale Industrial Corporation Ltd. (NSIC) under its "Single point Registration Scheme". The bidder has to submit the valid NSIC Certificate issued by NSIC valid till last date for bid submission to avail exemption. MSME firms who are in the process of obtaining NSIC registration will not be considered for EMD Exemption. Bank will follow & abide by the extant guidelines issued by Govt. of India for MSME units registered with NSIC in India.
25.	Eligibility Criteria Point No.5	Here it is written "Bidder should have implemented the DMS solution in atleast 2 Govt. Organizations /PSU/Scheduled Commercial Bank with Digitization and archiving of documents with volume of more than 30 Lacs images in any single organisation.	Separate order for digitization of 30 lacs images and separate order of DMS implementation in atleast 2 Government Organization is available with System Integrators. Bidder having experience in both DMS & 30 lacs digitization experience in single order is tough to get. Request to change the clause. Requesting the Bank to keep the option for consortium bidding.	The subject clause stands modified as under: "Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks/BFSI Sector with digitization and archiving of documents with volume of more than 30 Lacs images from any of these organization (single or combined volume)."

26.	PART-IV-Scope of Work> Point No.2>Hard ware Sizing -	-"Bank will provide the virtual machine, Oracle 12 C enterprise, Windows 2012 data centre edition and space in San storage......"	On the contrary in Page no. 33> Point 5> Open Source> you have asked for adopting the policy on open source software for Government of India and on other hand Oracle 12 C is contradictory statement and have specifically mentioned the bidder to propose open source software. Will MYSQL be considered instead of Oracle?	Policy on Open source software is applicable for the software/ application being procured through this RFP process. However, Oracle 12 C & SQL Server 2008 is available with the Bank
27.	Page no. 23 Point No. 3.10	Support platform independent scanning	Please explain	The proposed solution should be OS Agnostic.
28.	Page. 23, Point No.3.11	Image assisted Indexing for Scanned documents	Do you mean Barcode Indexing?	An imaging system should allow pull down boxes to speed up index field entry and have tools available to help automate entering index information.
29.	Page No. 27, Point No.5.7	Index field> An image system should allow user to customize...... In addition an image system should allow pull down boxes to speed index fields entry and have tools available to help automate entering index information.	Please explain	The clause is self-explanatory
30.	Page No. 34, Warranty and Maintenanc e> Point No.1	Migration of data from existing system to new system, at the start of the project. Assisting the user to carry out live run.	Let us know the volume of the migratable data. Also give some more clarity about the type of data, its record length etc.	Currently Bank is using the Scanning & Archiving solution of M/s Newgen Software Ltd. at one of its Head Office-Department. All the images are in PDF/JPEG etc. format. Additionally Document images/PDF any available with the bank need to migrated.

31.	Page No. 70 & 71 Commercial Format> Annexure - 1>	Phase 2 Circle Office/ Zonal Office & Phase 3 Branch Office	In page no 70 & 71, you have asked for quoting price for digitizing 2 Cr & 3 Cr images respectively. But in Page 7 it is written "Initially the Bank may place the PO for implementation of Phase I only. Plase II & III will be decided by the Bank at the later stage". So, for how many days you want the bidder to keep the price valid. Kindly let us also know whether in your selection procedure, you will be considering only Phase I or Phase I. II & III together.	1. The bidder has to keep the price quoted in the commercial format to be valid for the entire contract period. 2. Please refer to Annexure-I, Commercial Format wherein it is mentioned that the bidder will be selected on the basis of quoting the lowest TCO i.e. Sum Total of Phase-I, Phase-II & Phase-III.
32.	Page No. 22, Point No. 3	Digitizatization on of old and existing documents	General Points a) Index parameter is not mention b) Indexing will be done per field or per image c)Will there be an option of pick and choose document from single file or the entire file needs to be scanned d)For those photocopied pages, the punch hole cannot be removed, but it is possible for printed documents	Will be finalized with the selected bidder during project implementation stage

33.	Page No. 22, Point No. 3	Digitalitization> Job Completion: Within 90 Bank working days	Request you to re-schedule the timeline from 90 working days to 180 working days	**Implementation Timeline:** **Phase –I: 9 Months** from the date of operationalisation of Central Setup. **Phase–II: 9 months** from the date of issuance of the Purchase Order for Phase II. **Phase-III: 24 months** from the date of issuance of the Purchase Order for Phase III. Please note that Bank at its sole discretion may issue the Purchase Order for the Phase-II & Phase-III before the completion of earlier phases. Therefore the selected bidder should have the capability of carrying out the digitisation & archiving of different phases parallely.
34.	Scanner	Scanner Type 20-30 pm	Request for Change/Include ADF Document Scanner. Between 20-30 ppm different models are available for RFP mentioned preferable OEMs like HP, Canon, Kodak. Please provide a specific speed to correct comparison. All the 3 OEMs are having 30 PPM Scanners Request for Change/Include ADF Document Scanner Min 30 ppm or more	30 PPM Duplex Scanners to be supplied in place of 20-30 ppm scanners.
35.		In the RFP, it is mentioned that Bank has different size of documents to be scanned between A0 – A5 size. (Page no. 22 of 79).	Kindly mention the Maximum Paper Size for Scanners to get more clarity. Maximum up to Legal Size Document in standard mode	Please refer to Clause Scanning given on page no. 22 of RFP Document.

36.		Both side Document Scanning	Bank may have documents with impression / image / information at Back side also. Standard Automatic Duplex Scanning feature.	Yes, Bank is having both single sided & double sided documents & images.
37.		In the RFP, it is mentioned that "Minimum 70-80 lac back log documents to be scanned"	Daily duty cycle for scanning Minimum 2000 pages / day or more.	**Implementation Timeline:** **Phase –I: 9 Months** from the date of operationalisation of Central Setup. **Phase–II: 9 months** from the date of issuance of the Purchase Order for Phase II. **Phase-III: 24 months** from the date of issuance of the Purchase Order for Phase III. Please note that Bank at its sole discretion may issue the Purchase Order for the Phase-II & Phase-III before the completion of earlier phases. Therefore the selected bidder should have the capability of carrying out the digitisation & archiving of different phases parallely.
38.	Page No. 36, Clause No. 9	**Payment Terms :** 100% payment after completion of work in each department for Digitization & Archiving of old & existing documents	Is it possible to pay 100% payment after completion of work every month in each department for Digitization & Archiving of old & existing documents	No Change. Please refer to clause no. 9, Payment Terms given on page no. 36 of the RFP Terms.
39.	Page No. 36, Clause No. 9	Payment will be made on quarterly basis in arrears. AMC/ATS /Facility Management Charges	Payment will be made on monthly basis for AMC/ATS /Facility Management Charges	

40.	Page No. 56, Clause No. 3.16	System must be built on an open and industry standard architecture. Must provide a comprehensive API (Application Program Interface) or SDK (Software Development's Kit) to allow interfacing and integration with existing systems. List the standards adopted	We need architecture of existing system in order to integrate DMS with in.	The system architecture will be shared with the selected bidder at the time of integration with the existing system
41.	_____	General Query	Who will digitize the new documents and what are the tentative volume	After the clearance of the Backlog, new documents will be scanned by the Bank staff. Bidder has to ensure that the proposed DMS Application software should not be dependent on the number of documents to be scanned.
42.	_____	General Query	Kindly share your existing infrastructure details.	It will be shared with the selected bidder.
43.	Page No. 9Clause No. Eligibility Criteria	Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks with digitization and archiving of documents with volume of more than 30 Lacs images from any single organisation.	Bidder/OEM/OSD should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks with digitization and archiving of documents with volume of more than 30 Lacs images from any single organisation. Can it be modified as: Bidder should have implemented DMS Solution in at least 1 Govt. Organizations/PSU/Any Banks with digitization and archiving of documents. As banks not mention the volume in the completion certificate, kindly remove the volume clause.	The subject clause stands modified as under: "Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks/BFSI Sector with digitization and archiving of documents with volume of more than 30 Lacs images from any of these organization (single or combined volume)."

44.	Page No. 11, Part I, Point No. 4, Earnest Money Deposit and Page No. 49, Annexure A,	The Bidder(s) must submit Earnest Money Deposit in the form of Bank Guarantee valid for a period of 180 days in favour of UCO Bank payable at Kolkata for an amount mentioned hereunder.... and Annexure A line Both DDs are issued in favour of UCO BANK by......	There is ambiguity in the wording mentioned for EMD required in RFP document. Kindly clarify the EMD required form DD or BG.	It is clarified that Tender Document Fee need to be submitted by the bidder in the form of DD (Demand Draft) in the favour of UCO Bank payable at Kolkata. Further, the EMD (Earnest Money Deposit) need to be submitted by the bidder in the form of Bank Guarantee in favour of UCO Bank.
45.	Page No. 22, Part I, Point No. 3, Digitization of old and existing documents	Selected bidder shall complete digitization of old and existing documents of all departments of Head Office within 90 Bank working days from the date of operationalization of Application Software at Central Site. Bidder has to implement the Application Software at Central Site within ` from the date of acceptance of Purchase Order.	Request you to change the time period of 150 days for digitization of documents and Application Software implementation period to 12 weeks. In this process there will be unbinding and binding of documents, registers etc. Kindly clarify what about the charges required for binding the documents again? Who will bear it? In case, vendor has to consider, kindly clarify the number of registers?	Implementation Timeline: **Phase –I: 9 Months** from the date of operationalisation of Central Setup. **Phase–II: 9 months** from the date of issuance of the Purchase Order for Phase II. **Phase-III: 24 months** from the date of issuance of the Purchase Order for Phase III. Please note that Bank at its sole discretion may issue the Purchase Order for the Phase-II & Phase-III before the completion of earlier phases. Therefore the selected bidder should have the capability of carrying out the digitisation & archiving of different phases parallely. Unbinding and Binding work has to be carried out by the selected bidder. No additional charges will be paid to bidder in this regard.

46.	Page No. 36, Payment Terms, Point No. 3, Project Milestone No.	Digitization of old and existing documents, 100% payment will be done after completion of work in each department.	As the digitization is continuous process, we request you to make the payment on monthly /quarterly basis for the digitization work based on the count of work completed.	Digitization is not continuous process. Selected bidder has to complete the same within the stipulated time frame. Please refer to revised implementation timeline given above.
47.	48.	No of user licence Table	The required number of users across HO, District Circle, Zonal Office and Branches are given in the RFP. But since the implementation is executed in phase manner, we would like to know that procurement of user license will also be done per each phase or will the Bank procure them up-front.	It is clarified that bidder will be selected based on the TCO i.e. Sum Total of Phase-I, Phase-II & Phase-III. However, Bank will procure the user license as per its requirement in the phased manner. Please refer the commercial bid format.
49.	50.	Work Flow Features	Request you to mandate the Workflow functionality as part of solution and should be evaluated during technical evaluation phase Kindly specify List of business process that would be implemented on the workflow automation platform.	Bank may implement the workflow requirement in future. However, the proposed DMS Solution should support customization of work flow as per requirement of Bank, if required in near future.
51.			Required Number of users who will be working on the workflow and what is the assumed concurrency of those users.	Please refer clause 5.3 of pg. no. 25 of RFP document mentioning the required number of users. It is expected that the concurrency to the system shall be around 10% of the total users.
52.	53.	Digitisation & Archiving of old & existing documents	(1) Please specify approx percentage of physical document condition like torn or mutilated state	The physical condition of the documents to be analyzed during the time of scanning.

54.		Digitisation of old and existing documents	(1) Are document digitization pertaining to customer records like Account Opening form, Address Proof and ID Proof etc.? (2) Documents to be scanned are loose sheets or hard bind book state? (3) In case documents are hard bind book state then are we allowed to unbind for the purpose of ADF scanning. (4) Please specify average number of pages per file/record for scanning (5) What are infrastructures provided by UCO Bank to carry out digitization project like Desktop, space, security, electricity, UPS, Power backup, Connectivity to server (for uploading), Local Network, Furniture with table/chair, Electrical points, Air-conditioned environment and facility management services like drinking water, cleaning of premises, washroom etc.	(1) All type of documents will be there which includes customer records like Account Opening form, Address Proof and ID Proof etc (2) Will be both loose sheets or hard bind book. (3) Unbinding and Binding of the documents to be done by the selected bidder. (4) to be analyzed during the time of scanning. (5) Bank will provide Desktops and sitting space, Electrical points, drinking water, washroom etc.

55.	_____	General Query	(1) Please specify approx metadata indexing fields per record/file with average number of characters each field. And also specify language of indexing if other than English. (2) Please confirm the total number of document type in a file / record. (3) On which page of the records indexing information will be available like first page or specific page or any page. (4) Do we need to store scanned documents in (html/xml) or searchable PDF only?	Will be analysed/finalized during project implementation period
56.	_____	General Query	(2) Do we need to carry out phase1 digitization project in a single location/department of UCO bank at Kolkata Head Office?	The Phase-1 part to be completed at the respective departments of Head Office in Kolkata.
57.	Page No.13 Clause No.15 Part II	A Recipient will, by responding to Bank RFP, be deemed to have accepted the terms as stated in the RFP	Please allow bidder propose certain critical assumptions which could be discussed and agreed at the evaluation/contracting stage	The clause stands as per RFP.
58.	Page No.14 Clause No.20 Part II	The total liability of the selected bidder shall not exceed the total cost of the order value.	Please clarify that "in no event shall either party be liable to the other for any consequential, incidental and special loss and damage, or loss of profit, loss of savings, loss of revenue or loss of goodwill.	The clause stands as per RFP.

59.	Page No. 21 Clause No.1 Part IV	Scope of Work	Please clarify that the Bank will execute a comprehensive SOW with the successful bidder which shall detail the entire scope of work to be done under this project and same will be finalized based on RFP and proposal of the successful bidder.	The clause stands as per RFP. No separate SOW will be executed with the selected bidder.
60.	Page No.31Clause No.2Part V	Bidder needs to consider for any new branch / offices that come up during project implementation and warranty phase and include in overall scope of the project.	This will be addressed through change request process	Please note that Bank will not pay any extra cost except the cost quoted by the bidder in the commercial bid. Further, no other incidental expenses such as TA/DA or Halting Allowance will be paid by the Bank.
61.	Page No.32Clause No.3Part V	Compliance with all Applicable Laws	We understand that the Bank will comply with laws applicable to its business and receipt of services under the contract. Is that understanding correct?	The clause 'Compliance with all Applicable Laws' itself is self-explanatory.
62.	Page No.33Clause No.6Part V	Warranty & Maintenance	Please clarify that Bidder will pass through OEM standard warranty followed by ATS/AMC to cover support for the contract period	The requirement is clear as per RFP clause.
63.	Page No.35Clause No.7Part V	Further, the Bank reserves the right to invoke the Performance Bank Guarantee in case the Prime Vendor is not able to fulfill any or all conditions specified in the document or is unable to complete the project within the stipulated time. This is independent of the LD on Delivery and installation.	Please clarify that the LD will be the sole compensation payable to Bank for delay in completion of services. Bank invoking PBG in addition to LD in case of delay is not agreeable	The clause stands as per RFP.

64.	Page No.37 Clause No.9 Part V	Bank will release payment within 30 working days from the date of receipt of invoice.	Bank will release payment within 30 days from the **date** of invoice.	The clause stands as per RFP.
65.	Page No.37 Clause No.9 Part V	No penal Interest will be paid for delayed payment.	In case of delay in payment, Bidder shall have right to terminate the contract or suspend services until payment is made by the Bank	The clause stands as per RFP.
66.	Page No.38 Clause No.13 Part V	Notwithstanding The Bank's right to cancel the order, liquidated damages at 0.5% (Half percent) of the contract price per week will be charged for every week's delay in the specified delivery schedule.	Please revise this clause: Notwithstanding The Bank"s right to cancel the order, liquidated damages at 0.5% (Half percent) of the ~~contract~~ price for **delayed deliverable** per week will be charged for every week's delay in the specified delivery schedule.	The clause stands as per RFP.
67.	Page No.39 Clause No.15 Part V	The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving Two (02) months" notice without assigning any reasons.	Please clarify that such termination would be only in the event Bidder fails to cure the default within reasonable period not less than 30 days	The clause stands as per RFP.
68.	Page No.39 Clause No.17 Part V	The project will be deemed as incomplete if the desired objectives of the project as mentioned in Section "Scope of Work" of this document are not achieved.	Please delete this clause as acceptance can't be linked with the objective of the project. Acceptance will be based on objective acceptance criteria and upon sign off by Bank will be deemed accepted.	Acceptance will be based on objective acceptance criteria and upon sign off by Bank.

69.	Page No.40Clause No.19Part V	In case of cancellation of order, any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further the Vendor would also be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order and any additional expenditure to be incurred by the Bank to appoint any other Vendor.	Please revise this clause as : In case of cancellation of order, ~~any payments made by the Bank to the Vendor would necessarily have to be returned to the Bank, further~~ the Vendor would ~~also~~ be required to compensate the Bank for any direct loss suffered by the Bank due to the cancellation of the contract/purchase order ~~and any~~ **in the form of** additional expenditure to be incurred by the Bank to appoint any other Vendor.	Requirement stands as per RFP.
70.	Page No.40 Clause No.20 Part V	Indemnity	Please revise the general indemnity to limit it to indemnity for third party claims arising out of IP infringement, bodily injury and death, damage to tangible property to the extent caused by Bidder's gross negligence and willful misconduct, and employment and tax related claims.	Requirement stands as per RFP.
71.	Page No.43 Clause No.26 Part V	Exit Option	Please clarify that any termination for default would follow only where bidder fails to cure the breach of material obligations within a reasonable period, not less than 30 days, from the date of such notice	Requirement stands as per RFP.

72.	Page No.44 Clause No.26 Part V	The Bank will reserve a right to re-negotiate the price and terms of the entire contract with the Selected Bidder at more favorable terms in case such terms are offered in the industry at that time for projects of similar and comparable size, scope and quality.	Please have these provisions deleted.	Requirement stands as per RFP.
73.	Page No.44 Clause No.26 Part V	The Bank shall have the option of purchasing the equipment from third-party suppliers, in case such equipment is available at a lower price and the Selected Bidder"s offer does not match such lower price. Notwithstanding the foregoing, the Selected Bidder shall continue to have the same obligations as contained in this scope document in relation to such equipment procured from third-party suppliers. As aforesaid the Bank would procure the equipment from the third party only in the event that the equipment was available at more favorable terms in the industry, and secondly	Please have these provisions deleted.	Requirement stands as per RFP.

74.	Page No.44 Clause No.26 Part V	The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with the Bank shall have the sole decision to ascertain whether such Plan has been complied with.	Too subjective and broad. Please modify this clause to make it reasonable and fair	Requirement stands as per RFP.
75.	Page No.46 Clause No.30 Part V	In case the bank wants to continue with the selected bidder's services after the completion of this contract/ purchase order then the selected bidder shall offer the same or better terms to the bank.	In case the bank wants to continue with the selected bidder's services after the completion of this contract/ purchase order then the **contract will be extended on** mutually **agreed terms** selected bidder shall offer the same or better terms to the bank.	In case the bank wants to continue with the selected bidder's services after the completion of this contract/ purchase order then the **contract will be extended on mutually agreed terms and conditions**
76.	Page No.62 Clause No. Part Annexure E	If our bid is accepted, we are responsible for the due performance as per the scope of work and terms & conditions as per mentioned in RFP.	Please clarify that a formal contract and SOW will be finalized based on the RFP and Bidder's proposal.	Requirement stands as per RFP.
77.	Page No.36Clause No.9 Payment Terms	Implementation & Operationalization of Application Software at Central Location (UAT sign off and commissioning) and delivery of required number of licenses i.e on Go-Live.	Request to consider below payment ter for License Fees : 70% against License delivery and 30% on Go Live	**Phase-II:** a. 100% after delivery of user License. b. 100% after completion of Digitization & Archiving of old & existing documents in each department.
78.	Page No. Clause No. Part	After 6 months of Go-Live	b. Remaining 10 % of the cost of the Scanners c. Remaining 10% of Implementation Cost	**Phase-III** a. 100% after delivery of user License. b. 100% after completion of Digitization &

79.	Page No. Clause No. Part	Digitization & Archiving of old & existing document	50% payment advance and 50% after completion of work in each department	Archiving of old & existing documents in each branches.
80.	9	Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks with digitization and archiving of documents with volume of more than 30 Lacs images from any single organisation.	Request the bank to modify the clause as bellow "Bidder/**OEM** should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks with digitization and archiving of documents with volume of more than **10** Lacs images from any single organisation." **or** "Bidder/**OEM** should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks/**Corporate Organizations** with digitization and archiving of documents with volume of more than 30 Lacs images from any single organisation."	The subject clause stands modified as under: "Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks/BFSI Sector with digitization and archiving of documents with volume of more than 30 Lacs images from any of these organization (single or combined volume)."

81.	22	The Scanners to be supplied by the bidder under this project must be of reputed firm like HP, Kodak, Canon etc.	Is bank looking forward to outright ownening scanners after completion of digitisation activity or scanner will back taken back by bidder. If Yes what would be quantity bank is looking for? How many locations has to be covered for AMC?	The procurement of scanners to be done in phase manner. In the 1st phase the number of scanners to be procured with 30 PPM Duplex scanners. The selective bidders will be bringing the scanners for clearing the backlog scanning process and the same to be taken back by the bidders after completion of backlog activity. The scanners procured by Bank would be covered under AMC from the date of installation.
82.	22	Necessary infrastructure required for digitization of old and existing documents such as Scanners etc. required shall be provided by the selected bidder and the only payment Bank will make is the per document charges quoted by the selected bidder in the commercial bid submitted.	The scanner provided will be procured by the bank from the bidder or it will be on lease till be work is over?	The scanners required for clearing of Backlog activity to be taken back by the selective bidder after completion of the activity.
83.			We are assuming that the resource required for scanning the existing documents will be provided by the bidder. Kindly provide the clarity that the other resources required such as desktop, sitting space etc. will be provided by the bank or need to be scoped by the bidder?	Desktop & Seating space will be provided by Bank.
84.			What is the age and current file system of documents?	The same to be shared during the backlog scanning activity to the selected bidder.

		Scanning & indexing each page & document. It shall be ensured during scanning that content searching shall be possible in all documents scanned.	Need more clarification on this point, do you mean content search by performing OCR or Manually.	Content searching by typing any word in the scanned document
85.	22			
86.	22		What would be the languages of documents. English or any local language?	The proposed DMS Software should be Unicode compliant for supporting different languages and shall also provide localization kits for localizing the User Interface in particular language. Further, the Workflow feature must also be Unicode compliant and shall also support customizing the interface in Local language
87.	25	5.1.5 Initially data will be stored within Database Server or Application Server under Staging Environment prior to completion of application security audit and once the application security audit is successfully carried out, the data will be subsequently stored in SAN storage with backup in Tape Library.	The application security audit will be conducted by the bank or it need to be done by the bidder?	Application security audit to be conducted by Bank. However, the selected bidder has to assist the Bank in the same.
88.	34	Migration of data from existing system to new system, at the start of the project. Assisting user to carry out live run.	What are the current applications from where the data need to be migrated?	Bank has already implemented DMS in one of the departments in Head Office. The above DMS data/any other data provided by the Bank need to be migrated to the proposed DMS platform

89.	52	Application should have the capability to interface with Finacle and other systems. (File upload, API etc. as required from time to time).	What kind of CBS integration bank is looking with DMS?	Requirement stands as per RFP. Any customization at Finacle/LAPS & GBM end will be taken up by Bank. However bidder shall carry out necessary changes at DMS part and provide end to end support during customization of the proposed DMS solution with Banks existing CBS-Finacle Applications and Lending Automation Processing System (LAPS).
90.	52	Application should have the capability to interface with Finacle and other systems. (File upload, API etc. as required from time to time).	How many business applications needs to be integration with DMS?	Finacle, LAPS & GBM integration with DMS are within the scope of this RFP. Integration of other applications will come in future
91.	54	Provide support for unlimited file formats	What all file formats DMS should support apart from Image and Office File Formats?	Please refer Annexure C - **Techno-Functional Specification**
92.	9	5. Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks with digitization and archiving of documents with volume of more than 30 Lacs images from any single organisation.	Please Modify as: Bidder/**Original Solution Developer (OSD)**, should have implemented DMS Solution in at least 2 Govt. Organizations / PSU/ Scheduled Commercial Banks with digitization and archiving of documents with volume of more than 30 Lacs images from any single organisation.	The subject clause stands modified as under: "Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks/BFSI Sector with digitization and archiving of documents with volume of more than 30 Lacs images from any of these organization (single or combined volume)."

93.	Page No.21Sl.No.2	The selected bidder is required to implement the DMS Solution with the infrastructure provided by the Bank. Bank will provide the VMs (Virtual Machines) ,Oracle 12C Enterprise	Is this clause confirming that the DMS software should run on top of Oracle Database Software	Bank will provide the Oracle 12C enterprise edition or SQL Server 2008 to the bidder for running the application. However, bidder can deploy the application in the Bank with any other database for which the cost to be quoted seperately.
94.	Page No.21Sl.No.2	The selected bidder is required to implement the DMS Solution with the infrastructure provided by the Bank. Bank will provide the VMs (Virtual Machines) ,Oracle 12C Enterprise ,Windows 2012 Datacentre Edition and space in SAN Storage as per the DMS Solution requirement.	In this clause it is mentioned that the DMS should run on Windows OS but later in this RFP you have mentioned that the solution should run on all possible OS like Windows, Unix, Linux	Bidder has to implement the DMS Solution with Windows OS. However the proposed solution to be supported on UNIX, Linux as well.
95.	Page No.23Sl.No.3.14	System should provide for built-in Document Quality Analyser (DQA)	This clause is a proprietory vendor specific term. We should remove this clause to make this RFP open. There are many other proprietory references.	There should be mechanism for assessing the Quality of the image.
96.	Page No.24Sl.No.5.1.1	The system shall support separate Document/Image server for better management of documents and store only metadata information in database.	Is there any specific reason to store metadata only to database and not the actual documents. By storing document repositories in database we can leverage strong deduplication features of oracle databse as well as the repository will be more secured. We recommend to amend this clause to make the document storage open for both Database and file system.	The subject clause is amended as under: "The document storage open for both Database and file system."

97.	Page No.25 Sl.No.5.3	Total users 11300	In the BOM sheet the licenses have only asked for 200 users whereas in this breakup totall users are reflected as 11300, Could you please provide the explanation on this.	In the BOM sheet, the phase wise requirement of license is given. In 1st phase 200 license, in 2nd phase 600 license and in 3rd phase, Enterprise license. However, Bank may opt for any kind of user license as per its convenience.
98.	Page No.33 Sl .No.5	In view of the GoI Notification dated 27th March 2015 (F. No. 1(3)/2014-EG II) on Policy on adoption of Open Source Software for Government of India, Bidders are required to consider proposing Open Source Software (OSS) in reply to this RFP. In case the Bidder chooses to propose Closed Source Software (CSS), they will be required to provide justification / rationale for the exclusion of OSS in their response.	Here in this clause the term "closed source software", is it refering to licensed software or the softwares where the codebase can not be shared.	Requirement stands as per RFP.
99.	Page No.8 Sl.No. Through, DMS Bank intends to:	To create a back-up to the Paper Based Documents to serve as a DR system	Do vendor need to consider DR server for application as well in the current scope? Pls confirm. If Yes then we understand that DR is 50%. Please confirm.	A separate DR Site is not in the scope of the subject RFP.
100.	Page No.21 Sl.No.2	The selected bidder is required to implement the DMS Solution with the infrastructure provided by the Bank. Bank will provide the VMs (Virtual Machines) ,Oracle 12C Enterprise ,Windows 2012 Data centre Edition and space in SAN Storage as per the DMS Solution requirement.	We request bank to provide details about the VM machines. We understand that Bank can provide Oracle VM for vistulization perspective.	Currently Bank is having VMs of Windows server Enterprise Edition Hyper V. Capacity Planning will be done as per the recommendation of the selected bidder.

101.	Page No.26Sl.No.5.3 Administration	System should have inbuilt health and monitoring tool for proactive monitoring of application and services.	With this clause we understand that the system should have inbuilt capability to monitor the key performance matrix and system health using various attributes such as CPU and memory utilization, service requests and response, system logs and diagnostics. Please confirm.	Tools provided should be able to monitor the application and not the hardware.
102.	Page No.27Sl.No.5.5 Document View & Reporting	Proposed DMS should provide Web Content Management capabilities for providing Web based access to users over intranet.	With this clause we understand that the proposed DMS system should have inherent capabilities to manage web content for publishing on to Enterprise portals/ websites. No 3rd party add on tool should be used to meet that functionality. Please confirm.	RFP clause is self explanatory
103.	Page No.29Sl.No. Merging into Database:	The images should be merged into the database. The fields may be decided mutually depending on the retrieval parameters.	With this clause we understand that proposed system should have both the option to save the images in Database and file system. Please confirm.	"The document storage open for both Database and file system."
104.	Page No.30Sl.No. 7. Work Flow	On line comments and discussions, recommendations, approval with digital signature etc. as important features to be implemented.	We understand that Digital Signatures will be provided by bank only. Please confirm.	Bidder need not supply digital certificates/signature as per current scope of the RFP.
105.	Page No.35Sl.No. Annual Maintenance Contract (AMC)/ Annual technical Support (ATS)	I. The selected Bidder is required to maintain the proposed DMS Solution for at least 2 years after the expiry of warranty period of 3 years. The same maintenance standards expected during warranty period are to be maintained during AMC period.	We understand that during warranty and AMC/ATS period OEM need to provide all upgrades and updates including bug fixes to the bank. Please confirm.	The clause itself is self-explanatory.

106.	Page No.54Sl.No.Data Capture/Identification/Extraction	The system shall provide integrations with other desktop clients, such Microsoft Office (Outlook) and enterprise applications, such as LDAP	With this clause we understand that proposed DMS should have OOTB integration with MS Office outlook application and no 3rd party add-on software is required to do so. Please confirm.	The clause itself is self-explanatory.
107.	Page No.55Sl.No.Data Capture/Identification/Extraction	Must provide a common integrated repository to handle all types of enterprise content management, including documents, web content, digital assets, collaborative content, document images, records etc.	With this clause we understand that proposed DMS system should have OOTB feature to handle all mentioned features and no 3rd party add-on tool is required to meet such requirement. Please confirm.	The clause itself is self explanatory.
108.	Page No.56Sl.No.Application Architecture Specifications	Solution should be certified on VDI and Virtualization technology.	We understand that the proposed DMS application should support anyone industry standard vistulization technology e.g VM Ware, OVM, Hyper V etc. Please confirm.	Hyper V is implemented in the Bank's environment at present
109.	Page No. Sl. No. General Suggestion		Since Bank is looking for an enterprise Class DMS solution hence we suggest bank to consider Gartner MQ ECM report to choose the best of breed solution. Please add this clause in compliances as : • The system must be recognized as an Enterprise ECM solution and as one of the "leaders" in the ECM market based on latest Gartner and Forrester ECM reports.	No change in RFP.

110.	Page No: 9 / Row : 5	Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks with digitization and archiving of documents with volume of more than 30 Lacs images from any single organization.	Bidder has requested to give them a relaxation by accepting to include leading private sectors along with Govt. Organizations/PSU/Scheduled Commercial Banks.	The subject clause stands modified as under: "Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks/BFSI Sector with digitization and archiving of documents with volume of more than 30 Lacs images from any of these organization (single or combined volume)."
111.		Bidder should have implemented DMS Solution in at least 2 Govt. Organizations/PSU/Scheduled Commercial Banks with digitization and archiving of documents with volume of more than 30 Lacs images from any single organization.	Please relax the clause	
112.		The Proposed DMS application should have been implemented in at least one Govt. Organization/ PSU/ Scheduled Commercial Bank.	Please relax the clause	Clause stands as per RFP.
113.	Page- 25, 5.3	No of user license Table	The required number of users across HO, District Circle, Zonal Office and Branches are given in the RFP. But since the implementation is executed in phase manner, we would like to know that procurement of user license will also be done per each phase or will the Bank procure them up-front.	Procurement of Licenses will be done in phases. However the price discovery to be done as per Commercial table format.
114.	Page 59, 5	Work Flow Features	Request you to mandate the Workflow functionality as part of solution and should be evaluated during technical evaluation phase	System to be scalable enough to support the requirement of Workflow implementation if required by Bank in future.

115.			Kindly specify List of business process that would be implemented on the workflow automation platform.	The same to be shared with the selected bidder at the time of workflow implementation.
116.			Required Number of users who will be working on the workflow and what is the assumed concurrency of those users	The same to be shared with the selected bidder at the time of workflow implementation.
117.	Page-21 SCOPE OF WORK	Digitisation & Archiving of old & existing documents	(1) Please specify approx. percentage of physical document condition like torn or mutilated state	The same to be shared with the selected bidder at the time of implementation.
118.		Digitisation of old and existing documents	(1) Are document digitization pertaining to customer records like Account Opening form, Address Proof and ID Proof etc.?	The same to be shared with the selected bidder at the time of implementation.
119.			(2) Documents to be scanned are loose sheets or hard bind book state?	Please refer pg.no. 22 under clause 'Scanning'
120.			(3) In case documents are hard bind book state then are we allowed to unbind for the purpose of ADF scanning.	Please refer pg.no. 22 under clause 'Scanning'
121.			(4) Please specify average number of pages per file/record for scanning	Please refer pg.no. 22 under clause 'Scanning'

122.			(5) What are infrastructures provided by UCO Bank to carry out digitization project like Desktop, space, security, electricity, UPS, Power backup, Connectivity to server (for uploading), Local Network, Furniture with table/chair, Electrical points, Air-conditioned environment and facility management services like drinking water, cleaning of premises, washroom etc.	Bank will provide Desktops and seating space, Electrical points, drinking water, washroom etc.
123.		Scanning & indexing each page & document	(1) Please specify approx metadata indexing fields per record/file with average number of characters each field. And also specify language of indexing if other than English.	Please refer pg.no. 22 under clause 'Scanning'
124.			(2) Please confirm the total number of document type in a file / record.	Please refer pg.no. 22 under clause 'Scanning'
125.			(3) On which page of the records indexing information will be available like first page or specific page or any page.	Please refer pg.no. 22 under clause 'Scanning'
126.	Page-26 / 5.4 Retrieval	html, xml, pdf, searchable pdf	(1) Do we need to store scanned documents in (html/xml) or searchable PDF only?	The clause stands as per RFP.

127.	Page-28 / 6. Collection & Preparation of Documents:	scanned at the Bank site	(2) Do we need to carry out phase1 digitization project in a single location/department of UCO bank at Kolkata Head Office?	Scanning, digitization of the documents for phase 1 needs to be carried out at the respective departments of Head Office in Kolkata.
128.	Part II ,Clause 20	Indemnity : The bidder shall indemnify the Bank and be liable for any loss or damage suffered by the Bank due to malfunctioning of the system as supplied and installed by them. The total liability of the selected bidder shall not exceed the total cost of the order value	Please exclude indirect and consequential losses or damages from this clause.	The clause stands as per RFP.
129.	Part V ,Clause 6 (7)/ p.no.34	Hardware warranty: The offer must include comprehensive on-site warranty of three-years from the date of go live of the equipments including replacement of spare parts for any reason.	For scanners & hardware warranty will start from the date of installation or 30 days from delivery of hardware at respective locations, whichever is earlier. Pls confirm.	The selected bidder should provide three years comprehensive warranty for the Application Software licenses from the date of Go-Live. For scanners, the warranty period of three years to be calculated from the date of installation.
130.	Part V ,Clause 8 /p.no.35	Payment terms	a) We request you to modify that for scanners , 100% payment should be released at the time of delivery & installation at resp. locations . B) Please confirm payment will be released on location wise invoice submission.	The clause stands as per RFP. Invoices shall be submitted at the address mentioned in the RFP clause no.10. of Part V

131.		Road permit	Please confirm Bank will support vendor with road permits or signing of documents etc to get road permit	Bank will not give any support for getting Road permits
132.	Part III / Clause 20	Indemnity (malfunction of system supplied and installed)	We propose a consolidated indemnity clause as follows in place of the clauses referenced in the preceding column:	Requirement stands as per RFP.
133.	Part V / Clause 3	Compliance with Laws		

134.	Part V / Clause 20	Indemnity (act or omission by HP, sub-contractor, consortium member in performance; breach of T&Cs or reps & warranties; use of deliverables and services; IP infringement or other statutory infringements; property damage; bodily injury including death)	The Contractor shall defend and settle (or pay court awarded damages) the Bank against all third-party claims of infringement of patent, IPR, trademark, copy right or industrial design rights arising from use of the Solution or any part thereof throughout the Offices of the Bank and for claims arising out non-compliance of applicable laws. This shall however subject to an act or omission of the Contractor, his agents or employees in the execution of works or in the working of the same, provided that the Bank:(i) promptly notifies the Contractor of any such claim; (ii) cooperates with the Contractor in the defense or settlement of the claim and provides the Contractor with the assistance, information and authority reasonably necessary to defend or settle such claim; (iii) Bank does not make any statements or comments or representations about the claim without prior written consent of the Contractor The Contractor shall not be liable for claims arising due to unauthorised use of intellectual property by the Bank, its agents and/or its representatives.	Requirement stands as per RFP.

| 135. | Part V / Clause 6 | Warranty & Maintenance

2) ...The selected bidder warrants that the services provided under the contract shall be as per the Service level Agreement (SLA) between the bidder and Bank

5) If the bidder, having been notified, fails to remedy the defect(s) as per SLA the Bank may proceed to take such remedial action as may be necessary at the bidder's risk and expense and without prejudice to any other rights, which the Bank may have against the bidder under the contract.
10) Warranty should not become void if Bank buys any other supplemental hardware from a third party and install it with these equipments. However, the warranty will not apply to such hardware items installed | Since Bank is entitled to levy Penalties, we would request that any other remedial action is taken only after exhausting the penalty cap. Also we request deletion of the requirement of the Bank seeking remedial action at the Contractor's risk and expense. | Requirement stands as per RFP. |

136.	Part V / Clause 15	Contract Period The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving Two (02) months" notice without assigning any reasons.	In the event of such terminate wihtout cause, the Bank shall be entitled to pay the Contractor for all products delivered and services rendered up to the effective date of termination.	Requirement stands as per RFP.
137.	Part V / Clause 19	Order Cancellation	We propose the following clause to be substituted in place of the existing RFP clause: A party may terminate the contract upon written notice of 30 days if the other party commits a material breach of the agreement and fails to cure such breach within 30 working days of receipt of a written notice for cure from the other party mentioning the material breach that is required to be cured. In case of order cancellation/termination, no amounts will be refunded/ returned to the Bank.	Requirement stands as per RFP.
138.	Part V / Clause 28	Termination	Upon termination, Bank shall be liable to pay for the unrecovered payment for the equipment and services delivered upto the date of cancellation and all products and services delivered till the effective date of termination.	Requirement stands as per RFP.

139.		*New Clause*	Limitation of Liability Contractor's total aggregate liability in connection with obligations undertaken as a part of the Project regardless of the form, or nature of the action shall not exceed the total amount payable by the Bank to Contractor under the relevant Order. In no event will HP be liable for any indirect, consequential, incidental loss or damage or loss of profits; loss of revenue.	Not Applicable
140.	Clause 3.10 (scope of work section)		What does Platform independent scanning mean	The proposed solution should support scanning, digitization and archiving of documents on all OS type.
141.	clause 5.1.3 (scope of work section)		How integration with the core and LOS is envisaged	Any customization at Finacle /LAPS end will be taken up by Bank. However bidder shall carry out necessary changes at DMS part and provide end to end support during customization of the proposed DMS solution with Banks existing CBS-Finacle Applications and Lending Automation Processing System (LAPS). However, Bank will not provide any additional cost to the bidder for integration.

142.	clause 5.1.2 (scope of work section)		Is a local DMS server required at every site for locally storing images	Proposed DMS solution should support distributed Document Repositories. Local DMS server may be required during phase 2 and Phase 3 implementation.
143.	Clause 5.2.3 (scope of work section)		What are the format of docs that are to be viewed in OD viewer	Repository should be format agnostic.
144.	Clause 5.4 (scope of work section)		Our system does not support wildcard search, can this be relaxed	Requirement stands as per RFP.
145.	Point 5 (Page 33)		What justification is required if we are proposing a COTS Software	In case the Bidder chooses to propose Closed Source Software (CSS), they will be required to provide justification / rationale for the exclusion of OSS in their response.
146.	DR Site requirement		Is there DR site required	A separate DR Site is not in the scope of the RFP
147.		The Bidder AND Original Solution Developer (OSD) should be a profit making entities (profit after tax) in any two of the three financial years i.e. 2012-13, 2013-14 and 2014-15	Request you to replace it with: "The Bidder AND Original Solution Developer (OSD) should have a positive net worth in any two of the last three financial years i.e. 2012-13, 2013-14 and 2014-15"	Requirement stands as per RFP.

Revised Commercial

Phase:1-Head Office Departments

Sl No.	Item Description	Make (OSD/OEM/VERSION/PART)	Indicative Quantity (A)	Unit Cost (in Rs.) (including 3 year warranty Post Go live) (B)	Applicable Taxes (Tax Type & Tax %) C	Applicable Taxes (In INR) D	Total Amount (Including Applicable Taxes) E=A*(B+D)#
1.	License Fee for proposed software solutions* (200 users)		For Upload only- 80 users				
			For View -120 users				
2.	AMC/ATS (Year wise breakup to be specified separately)	■	4th Year				
			5th Year				
3.	Scanners –Duplex Mode (PPM -30)		20				
4.	Implementation cost	■					
5.	Facility Management charges for one year after GO-Live **	■	1 person				
6.	Digitisation & archiving of old & existing documents		80 Lacs (90% will be, A4, Legal, A5, A6 and remaining 10 % will be of other formats like A0, A1, A2, A3 etc.)				
7.	Any other items required for functioning of the project						
A	Total (Sum of Srl. No. 1+2+3+4+5+6+7)						

* Bank reserves the right to derive at per user license cost for view & upload and may procure the license as per its requirement & convenience. Further, Bank at its sole discretion may also procure or switch over to Enterprise Wide License at any juncture.

** The cost towards Facility Management Services to be quoted for one personnel for the 1st Year only which work in a shift of 10 AM to 8 PM. Bank at its sole discretion may or may not avail the Facility Management Services /Renew the services after 1st year

Bill of Material
(Masked Commercial Bid Format. To be included in technical Bid)
Commercial Format
Phase:1-Head Office Departments

Sl No.	Item Description	Make (OSD/OEM/VERSION/ PART)	Indicative Quantity (A)	Cost (in Rs.) (including 3 year warranty Post Go live) (B)	Applicable Taxes (Tax Type & Tax %)	Applicable Taxes (In INR)	Total Amount (Including Applicable Taxes)#
1	License Fee for proposed software solutions (200 users)*		For Upload only- 80 users				
			For View -120 users				
2	AMC/ATS (Year wise breakup to be specified separately)	4th Year					
		5th Year					
3	Scanners –Duplex Mode (PPM -30)		20				
4	Implementation cost						
5	Facility Management charges for one year after implementation **		1 person				
6	Digitisation & archiving of old & existing documents		80 Lacs (90% will be A4, Legal, A5, A6 and remaining 10 % will be of other formats like A0, A1, A2, A3 etc.)				
7	Training (To be conducted at Banks Training College)	1. System Maintenance 10 persons 2. Applicati on users-200 persons)					
8	Any other items required for functioning of the project						

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CORRIGENDUM

Corrigendum with reference to RFP for Implementation of Document Management System (DMS)
RFP REF NO: UCO/DIT/20/2016-17 Date: 06/04/2016)

Prospective Bidders are advised to note that the Last date & time for receipt of tender bids is hereby extended upto **18/05/2016 till 3:00 PM** and opening of **technical bids on 18/05/2016 at 3:30 PM.**

All other terms and conditions of the above RFP & subsequent pre-bid responses will remain unchanged.

Deputy General Manager
IT, BPR & BTD (e-Banking, m-Banking)