



Department of Information Technology

RFP for End to End Management of Enterprise Wide Loyalty Program (Retendering)

RFP Ref. No. HO/DIT/BPR&BTD/OA/2042/2020-21 dated 22/10/2020

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s) Amendments, Addendums and Corrigendums

Sl. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Subject/ Description	Query Sought/Suggestions of the Bidder	Bank's Response
1.	11	3 (1) [Eligibility Criteria]	2 [2.1]	Bidder should be a limited company (Public/Private) registered in India under the Companies Act, 1956/2013 for the last 3 years as on RFP issuance date.	Bidder company was formed in Aug, 2017, which as on the date of this RFP suffices 3 years. Please confirm if the understanding is correct.	RFP clause is self-explanatory.
2.	12	3 (2) [Eligibility Criteria]	2 [2.2]	Bidder should have a minimum annual turnover of Rs. 2 Crores in Indian market for each of the immediate last 3 financial years as per audited Balance sheet (2016-17, 2017-18 and 2018-19).	Is the average turnover sought average or Rs. 2 Crores in any one financial year during the last 3 years? Please confirm.	Clause stands modified as: "Bidder should have a minimum annual turnover of Rs. 2 Crores in Indian market for any of two financial years out of last 3 financial years as per audited Balance sheet (2017-18, 2018-19 and 2019-20). In case Audited Balance sheet for FY 2019-20 is not available then bidders have to submit Provisional Balance sheet duly signed by Chartered Accountant of company"
3.	12	3 (4) [Eligibility Criteria]	2 [2.4]	The Proposed Loyalty Solution by the bidder should have been implemented or under implementation in at least two institutions out of which one should be scheduled commercial banks in India or multinational Bank having setup in India or in any 3 NSE/BSE listed company.	Please confirm what documentary evidence is being sought here. We can share the detailed information on the letterhead of the Company stating the name of the party, no. of years since when the relationship is there, contact person, email id, phone number and program details.	Documentary evidence may be Purchase Order/ Agreement copy/ Authorised letter from the Executive Cadre of the client/ Go-Live certificate or both where solution is implemented/ under implementation.

					Will that suffice? If not, then confirm the documentary evidence required in this regard. Due to concerns pertaining to confidentiality etc. institutions may not allow us to share legal and financial documents as agreement PO etc.	
4.	12	3 (6) [Eligibility Criteria]	2 [2.9]	The Bidder should have both primary Data Center and DR Center with full back up arrangement within the geographical location of India and the Data Center should be ISO 27001 certified. The arrangement of primary bidder with third party Data Centre service provider for DC and DR hosting in India provided it should be ISO 27001 certified. Bidder should ensure Irrespective of technology, Data, its Storage, Data Centre and DR Centre must be in India.	<p>We fulfil these criteria in all respects. We can share ISO Certificates and DC & DR details on the letterhead. Confirm if that would be sufficient.</p> <p>If not, then confirm what documentary evidence can be shared by us for this.</p> <p>Also confirm if MAF will be okay to confirm the relationship with third-party DC service provider here.</p> <p>Our DC is MS Azure and they are certified by MEITY, ISO and PCI and same can be furnished.</p>	Apart from MAF (on cloud service provider letterhead), agreement/ engagement paper with cloud service provider to be submitted as documentary evidence.
5.	13	3 (8) [Eligibility Criteria]	2 [2.11]	The Bidder should have the capability of processing around 30 Million transactions per month towards posting loyalty points at the time of the submission of RFP and should be able to ramp up the capacity further in the future as per bank's requirement.	What documentary evidence is sought here? We can showcase processing volume, system snapshots etc.	A certificate from organisation where bidder has render service is to be produced. System snapshot with all details from live/running deployment may also be submitted.
6.	13	3 (9) [Eligibility Criteria]	–	The Bidder should have ability to provide complete audit trails of points earned and redeemed.	Will a declaration along with system snapshots suffice?	Please refer respective clause for clarification.
7.	13	3 (11) [Eligibility Criteria]	–	The service provider should ensure that there are no legal proceedings / inquiries pending against service provider by any statutory or regulatory or investigative agencies or any other for which performance under the contract will get adversely affected / may get affected.	Can company's Company Secretary give this certificate?	Declaration in the letterhead of the service provider's company to that effect duly certified by Statutory Auditor/ CA /CS should be submitted.

8.	18	5 (a) [Part – II: Invitation for Bids and Instructions to Bidders]	22 (A. Introduction)	The document doesn't bear signature of authorized person on each page signed and duly stamped.	Can we affix Digital Signature Certificate (DSC) as the Company is operating on "Work From Home" policy due to COVID?	Yes, but, details of authorised signatory and digital signature is to be submitted along with bid document. (Revised-Annex-H)
9.	25	32 [Part – II: Invitation for Bids and Instructions to Bidders]	–	Submission of tender documents in Soft copy	Please confirm the format whether it can be a Pen drive/CD/Hard disk?	Soft copies of the RFP is to be submitted along with Bid documents in non- optical devices like pen drive, Memory Cards etc.
10.	40	15 (5) Part - IV	5 Annexure C	Ability to support multiple Languages (Hindi and English) on the program portal of the Bank.	We support all languages of India and also international languages. We can give screen shots of websites etc managed by us.	Screen shot along with URL of proposed solution is acceptable.
11.	71	Point 1 Annexure C	Point 1 Annexure C	Experience in managing end- to-end loyalty in at least 2 institution out of which one should be Schedule Commercial Bank	Certificate from institution where service is provided? What sort of certificate?	Certificate of managing end to end Loyalty Solution/ service. Authorised letter from the Executive Cadre of the client
12.	71	Point 2 Annexure C	Point 2 Annexure C	Stable and Scalable Loyalty Technology platform with capability to carry out customizations as per Bank requirements expeditiously.	What could be the Suitable Documentary Evidence?	Certificate of capability to adhere the requirement of the Bank from the Director or Authorised Signatory,
13.	71	Point 3 Annexure C	Point 3 Annexure C	Number of Customer Loyalty Accounts managed.	What could be the Suitable Documentary Evidence?	Certificates from organisation on their letter head for number of customer loyalty account managed by the bidder.
14.	71	Point 4 Annexure C	Point 4 Annexure C	Number of Banking channels managed from amongst the following list: <input type="checkbox"/> Debit cards <input type="checkbox"/> UPI <input type="checkbox"/> Internet Banking <input type="checkbox"/> Mobile Banking <input type="checkbox"/> ATM	What could be the Suitable Documentary Evidence?	Certificate from client (not below the rank of Executive Cadre) or declaration or self-certificate from the Director of the company / authorised signatory.

				<input type="checkbox"/> POS/E-com transactions <input type="checkbox"/> CASA & various accounts <input type="checkbox"/> Loan Portal		
15.	72	Point 5 Annexure C	Point 5 Annexure C	Ability to support multiple Languages (Hindi and English) on the program portal of the Bank.	What could be the Suitable Documentary Evidence?	Please refer response to sl no 10.
16.	72	Point 6 Annexure C	Point 6 Annexure C	Ability to support multiple tiers with differentiated accrual rates, lapses and redemption options	What could be the Suitable Documentary Evidence?	Certificate from client (not below the rank of Executive Cadre) or declaration or self-certificate from the Director of the company / authorised signatory.
17.	72	Point 7 Annexure C	Point 7 Annexure C	Capability of providing multiple options for customers to redeem their loyalty points across various redemption category.	What could be the Suitable Documentary Evidence?	Certificate from client (not below the rank of Executive Cadre) or declaration or self-certificate from the Director of the company / authorised signatory.
18.	72	Point 8 Annexure C	Point 8 Annexure C	Capability to provide customers the option to redeem their loyalty points across all the redemption categories as defined below through a mobile application	What could be the Suitable Documentary Evidence?	Certificate from client (not below the rank of Executive Cadre) or declaration or self-certificate from the Director of the company / authorised signatory.
19.	73	Point 9 Annexure C	Point 9 Annexure C	Ability to provide customers the option to redeem their loyalty points in-store across high number of outlets	What could be the Suitable Documentary Evidence?	Certificate from client (not below the rank of Executive Cadre) or declaration or self-certificate from the Director of the company / authorised signatory.
20.	73	Point 10 Annexure C	Point 10 Annexure C	Ability to manage redemption using Points + Bank's other channels like Alternate Delivery Channel or Cash.	What could be the Suitable Documentary Evidence?	Certificate from client (not below the rank of Executive Cadre) or declaration or self-certificate from the Director of the company / authorised signatory.
21.	73	Point 11 Annexure C	Point 11 Annexure C	Ability to manage redemption of loyalty points through the IVR channel	What could be the Suitable Documentary Evidence?	Certificate from client (not below the rank of Executive Cadre) or declaration or self-certificate from the Director of the company / authorised signatory.
22.	73	Point 12 Annexure C	Point 12 Annexure C	Ability to support multiple vendors per redemption service and scalable integration of redemption services	What could be the Suitable Documentary Evidence?	Certificate from client (not below the rank of Executive Cadre) or declaration or self-certificate from the Director of the company / authorised signatory.
23.	73	Point 7 Annexure C	Point 7 Annexure C	Capability to provide customers the option to redeem their loyalty points across all the redemption categories as defined below through a mobile	The list is not available as mentioned in document. What are the categories to be ascertained?	Clause Modified as: "Capability to provide customers the option to redeem their loyalty points across all the redemption categories as

				application	Would it be basis broad SOW?	defined below through a mobile application i. Mobile ii. DTH iii. Air iv. Hotel v. Movie vi. In Store"
24.	73	Point 14 Annexure C	Point 14 Annexure C	Bidder should provide System Audit report of their Data centre or DR with cert-in empanelled Auditor.	Our Hosting facility has everything and audits of those are done by MEITY Empanelled auditors whose certificates are available. Would this suffice Also, we are undergoing SAR audit by CERTIN Empanelled auditors. Would a letter by auditors that audit is in progress suffice	Clause stands as per RFP.
25.	75	Annexure D	Annexure D	Submit Xerox copies of POs (Purchase Orders) and Performance Certificate as support documents).	This is an internal and confidential document for all Clients. Can we share this post award of Contract? We can provide details of customers for verifications.	Purchase order with masked commercial/prices is to be submitted for evaluation. Certificate from the client (Not below the rank of Executive cadre) stating the services availed; period of service, other information relevant to RFP can be accepted.
26.	81	Annexure – J (i)	Annexure – J	Point rate of Redemption	Will we define it or will bank do it? What is the cost being asked? Is it arbitrage or that is being reimbursed for redemption and value promised to customer? Need clarity on this. Ideally point rate should be defined as per the program.	Please refer the revised commercial sheet;
27.	87	Annexure K	Annexure L	PRE-CONTRACT INTEGRITY PACT	What is suggested generic stamp duty in case the state stamp act is silent on this?	Amount of stamp duty is defined in State Stamp Act and those papers must be in accordance.

28.	26	32	Submission of Offer – Three Bid System	Note :- One Separate envelope containing Tender Fee, EMD and Pre-Contract Integrity Pact should invariably be placed in Eligibility Bid envelope.	As we are an MSME & Start-up company duly recognised by DPIIT (Under Ministry of Commerce & Industry), we will be placing the following documents as a proof - MSME Certificate given by UAA, Start-up recognition certificate given by DPIIT & Integrity Pact in this envelope as a part of the Eligibility bid. Kindly clarify	Please refer Clause 3 pf Part –II of RFP.
29.	59	30(h)	Termination	After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, UCO BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which UCO BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.	Will the bank reach out to other L2,L3 bidders OR would it bring in a completely different vendor?	It depends on decision of Bank's management at that time.
30.	81 & 84	-	ANNEXURE –J(i) & J(ii)	Price Bid for Setting up Contact Centre (Both the Locations)	Does the bidder need to set up contact centres at two different locations (Is Kolkata compulsory) as the RFP mentions "Setting up Contact Centre for both the locations"?	Please ignore the line; read it to have a support contact centre for customers; Bidder can choose the location as per convenience.
31.	81 & 84	4	ANNEXURE –J(i) & J(ii)	Cost per point redemption	a) Kindly clarify rate per point amount that needs to be fixed by the bank. We assume that this will be uniform across for all vendors. b) Will there be any cost per point value associated with accruals, if yes, how do we handle this as a part of commercial bid?	Please read the revised commercial enclosed as annexure. Bank will fix the redemption cost as per its discretion which may be uniform or vary for products/merchant
32.	81 & 84	2	ANNEXURE –J(i) & J(ii)	Administrative fees	Request if admin fees could be paid monthly rather than yearly	Please refer Revised Payment terms in corrigendum.
33.	81 & 84	-	ANNEXURE –J(i) & J(ii)	Cost for email, SMS & per call centre seat	The bank hasn't asked on how call centre, SMS & emailer rates will be accounted for and whether these costs need to be included in the	Bank will not make any payment other than specified in the commercial format. The mentioned cost can be accounted in Administrative fee as per the bidder

					commercial bid?	decision.
34.	39	14	Digital Commerce Platform	<p>a) The bidder will create an E-Store solution that will enable UCO Bank to provide a host of benefits and offerings to customers under one platform with seamless integration with UCO Bank Mobile Banking and Internet Banking. The bidder to provide market place wherein hosts of items ranging from electronics to house hold, recharge, personal care, travel etc. to be available. Apart from payment it enhances customer convenience by providing holistic view of account and other benefits. It is a ONE STOP platform, accessible through single sign on via existing Internet Banking and Mobile Banking</p> <p>b) The selected partner needs to be in ready state to offer the solution within 3 months of the purchase order.</p>	<p>a) How does the bidder account for cost for deploying this e-commerce platform in the commercial bid for this RFP?</p> <p>b) The timelines for deploying the e-commerce platform/digital marketplace will be communicated by bank separately and will not form the current timelines as laid out in this RFP?</p>	The selected partner must be in ready state to offer E-Store solutions within 3 months post the date of issuance of purchase order. For commercials please refer revised commercial sheet.
35.	-	-	Others	Others	Will the bank call for a video meeting for showcasing as to which all bidder(s) have submitted the bids within the prescribed time?	Bid submission is Physical in nature. Bidder have to come and submit their bids or send it through courier to be received at bank's end before closure time.
36.	10	Bid Control Sheet		Pre-Bid Meeting Venue	Request if the Pre-Bid meeting can be conducted through video conference considering the Covid 19 situation.	Pre-bid meeting will be conducted through Video conference.
37.	12	Eligibility Point 2		Copy of the audited balance sheet, certificate from the Chartered Accountant (in case of Provisional Balance Sheet for 2019-20) of the company showing profit, Net-worth and turnover of the company for the consecutive last three financial years i.e. 2016-17, 2017-18 & 2018-19 should be submitted.	<p>Kindly confirm audited financial statements for the below financial years will suffice:</p> <ol style="list-style-type: none"> 1. 2016-17 2. 2017-18 3. 2018-19 	<p>Clause stands modified as:</p> <p>"Copy of the audited balance sheet, of the company for the consecutive last three financial years i.e. 2017-18, 2018-19 & 2019-20 should be submitted along with certificate from CA of the company showing profit, Net-worth and turnover. In case Audited Balance sheet for FY 2019-20 is not prepared, Provisional Balance Sheet signed by CA is to be submitted)"</p>

38.	12	Eligibility Criteria – point 4		Documentary evidence with Satisfactory Working Certificates from respective Banks including names of clients with Phone, E-Mail IDs etc.	Request the Phone number or Email ID to be optional as many Banks may not be providing the direct details.	Clause stands as per RFP.
39.	12	Eligibility Point 7		The Bidder should have the infrastructure for providing 24x7 supports and attending timely to the customer grievances about the loyalty program.	As the Call Centre Support is being provided by the Bidder, will UCO Bank be reimbursing the agent and the telecommunication charges to the bidder?	No; all the cost other than commercial sheet is to be borne by the selected partner.
40.	13	Eligibility Point 11		Declaration in the letterhead of the service provider's company to that effect duly certified by Statutory Auditor/CA /CS should be submitted.	Request if a Self-Declaration on company letter head will suffice.	Clause stands as per RFP.
41.	16	Tender Document & Fee		A complete set of tender document can be obtained from the following address during office hours on all working days on submission of a written application along with a non-refundable fee of Rs.10,000/- (Rupees Ten Thousand Only) + applicable GST @18%.	1. Kindly confirm if the tender fees of INR 10,000 paid for the previous RFP REF NO.: DIT/MTBD/RFP/5604/2019-20, Dated 06.03.20 can be considered. 2. Kindly confirm if only the GST amount of INR 1,800 can be transferred through NEFT towards this RFP REF NO.: DIT/BPR & BTB/OA/2042/2020-21, Dated: 22/10/2020.	These are two different tenders, hence full tender fee is to be rendered.
42.	17	Earnest Money Deposit		The Bidder(s) must submit Earnest Money Deposit in the form of Bank Guarantee valid for a period of 6 months together with a claim period of 30 days in favour of UCO Bank payable at Kolkata for an amount mentioned hereunder:	Request if an addendum for validity extension to the Bank Guarantee submitted towards RFP REF NO.: DIT/MTBD/RFP/5604/2019-20, Dated 06.03.20 can be considered.	A new BG is to be submitted.
43.	18	Rejection of Bid point g		Non-submission of Pre Contract Integrity Pact as per format given in Annexure – XIV.	Kindly confirm if 'Annexure XIV' is to be read as 'Annexure K'.	The clause is amended as: "g) Non-submission of Pre Contract Integrity Pact as per format given in Annexure – K."
44.	24	32		Submission of Offer – Three Bid System	Kindly clarify the documents (Annexures, Scope of Work etc.) to be included in the Eligibility Bid & Technical Bid.	Yes.

45.	28	Claus 33. Other Terms and Conditions Point k		If a bidder quotes Nil Charges/consideration the bid shall be treated as unresponsive and will not be considered for evaluation	Kindly clarify if the NIL charges refers to NIL value for commercial as per Annexure - J	The clause stands modified as: "If a bidder quotes Nil Charges/consideration for TCO , the bid shall be treated as unresponsive and will not be considered for selection process"
46.	31	Clause 3. Normalization of Bids		The Bank has discretion to go through a process of Eligibility evaluation followed by the technical evaluation and normalization of the bids to the extent possible to ensure that eligible bidders are more or less on the same technical ground.	Kindly help us understand the normalisation process using an example.	Please refer Clause 3 of Part-III, in whole, for explanation.
47.	34	3.1		Bidder should be able to process at least 20 Million transactions per month any incremental rise in the transactions volume in the future.	Kindly clarify if point 3.1 of Scope of Work needs to be considered as processing capacity of at least 30 million as per Eligibility Criteria point number 8.	Clause to be read as: "Bidder should be able to process at least 30 Million transactions per month towards posting loyalty points and should be capable of any incremental rise in the transactions volume in the future."
48.	37	8.7		Inactive customer report based on precious performance.	Kindly clarify, 'precious'.	Clause to be read as: "Inactive customer report based on previous performance"
49.	37	9.1		Designing of marketing campaigns/program for rewards program, GIF, artwork, E-mailers, poster, leaflets, catalogues etc. by bidder to help bank to carry promotion for Loyalty Reward Program. The creative designed for the Bank shall be made available to the Bank for further usage on Banks Social Media Platform and Corporate.	<ol style="list-style-type: none"> 1. Please clarify the quarterly volume of marketing campaigns, GIF, artwork, E-mailers, poster, leaflets, catalogues etc. (We suggest at-least 3 strategic campaigns per quarter as per market standard) 2. Please clarify if the cost of creatives for designing marketing campaigns, GIF, artwork, E-mailers, poster, leaflets, catalogues etc. be included in the administrative fees 	<p>Bank proposes for Minimum 3 Maximum 6 campaign per quarter.</p> <p>All the cost other than commercial sheet is to be borne by the selected partner.</p>
50.	37	9.2		Communication department for printing etc. Campaigns should be designed on the basis of analytics/user behaviour jointly with the Bank. Proper performance	Kindly explain, 'Communication department for printing etc.'	There will be a single point of contact for the selected partner. All communication to be routed through either this single point of contact or the department of

				tracking and reporting of the campaign be done on daily basis with composite post campaign reporting to the designated bank staff.		the Bank authorised to run the Loyalty rewards program.
51.	37	9.3		Bidder to undertake Digital Marketing of the program by deploying regular email and SMS communications to customers after consultation with Bank's Digital Marketing Team.	<ol style="list-style-type: none"> 1. Kindly clarify the number of quarterly SMS and Email to be deployed. (We suggest at-least 6 lakh SMS and Email respectively deployed per quarter as per market standard). 2. Kindly clarify the cost of undertaking Digital Marketing of the program by deploying e-mail and SMS communications is to be included in the administrative fees. 	<p>All the registered customers under loyalty program to be provided monthly statement of loyalty rewards through SMS, E-mail and Push notification. Also, customer to be made aware of the new happenings; features etc. associated with the program.</p> <p>Apart from above, to increase the customer base under loyalty program; regular campaign and other ways is to be explored on regular basis. The more the customer base in loyalty program the better it is for partner, customer and the Bank.</p> <p>All the cost other than commercial sheet is to be borne by the selected partner.</p>
52.	37	10.1		All Existing reward points data of the Bank with complete details to be migrated to the proposed solution. The migration activity will be sole responsibility of the Successful Bidder. Bank will arrange to provide existing data from existing vendor	<ol style="list-style-type: none"> 1. Kindly clarify if the successful bidder needs to bear the cost of migration. 2. Kindly clarify if the cost of migration needs to be included in the commercial bid. 	Any charges involved in Migration of data is to be part of "One time cost for Implementation of Loyalty Rewards Solution"
53.	39	14		The bidder will create an E-Store solution that will enable UCO Bank to provide a host of benefits and offerings to customers under one platform with seamless integration with UCO Bank Mobile Banking and Internet Banking. The bidder to provide market place wherein hosts of items ranging from electronics to house hold, recharge, personal care, travel etc. to be available. Apart from payment it enhances customer convenience by providing holistic view of account and other benefits. It is a ONE STOP platform, accessible through single	Kindly clarify if the cost of development of the E-Store will be included in the commercial bid which includes the development of single sign on API's etc.	Yes. All the cost to be offered is to be included in the commercial sheet; as per the defined format.

				<p>sign on via existing Internet Banking and Mobile Banking, which will enable:</p> <ol style="list-style-type: none"> 1. Customers to compare and shop across products. 2. Affiliate Redirection 3. Bin lock and allow customers the ability to pay only with UCO Bank credit/debit card. 		
54.	39	15		Technical Compliance	Kindly confirm if Technical Compliance point 15 as a part of Scope of Work can be ignored as it is same as Annexure C.	Annexure- C will be considered for Technical compliance and score.
55.	43	5		Right to Alter Quantities	Point not applicable to this RFP. Kindly confirm.	Clause stands DELETED.
56.	43	8a		Penalties due to Delay in Launch	Request the bank to incorporate a CURE Period of 30 days.	Please refer the clause for clarification. Proper provision is done for non-deduction of the said penalty
57.	44	9		Liquidated Damage	Request the Bank to incorporate a CURE Period of 30 days. Post that the Bank may charge a Liquidated Damage of 1 per cent of undelivered portion/not installed service per week.	Clause stands as per RFP.
58.	45	11		<p>Performance Bank Guarantee</p> <p>The successful bidder shall be required to provide a Bank Guarantee for 10% of the Total Order Value issued by any scheduled commercial bank (other than UCO Bank) valid for 39 months (36+3 months claim period), indemnifying any loss to the Bank, as per the format of Annexure – IV</p>	Kindly confirm if 'Annexure XIV' is to be read as 'Annexure M'.	Kindly read Annexure- XIV mentioned in Clause-5 (g) at page 46 as ANNEXURE-M
59.	46	12 ii (a)		The Bank has appointed Independent Monitors (hereinafter referred to as Monitors) for the Integrity Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors given in the Pre Contract Integrity Pact to be submitted by the	Kindly confirm if 'Annexure XIV' is to be read as 'Annexure K'.	Kindly read Annexure- XIV mentioned in page 46 clause (a) as ANNEXURE-K

				bidder as per Annexure – XIV.		
60.	54	24		Indemnity: Vendor's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value.	The aggregate liability shall be limited to one year admin fees paid by the Bank to the Company.	Clause stands as per RFP.
61.	63	39.i		Limitation of Liability For breach of any obligation mentioned in this document, subject to point no. iii, in no event selected bidder shall be liable for damages to the Bank arising under or in connection with this agreement for an amount exceeding the total project cost/contract value.	Request the liability to be limited to 12 preceding months admin fees paid by the Bank to the Company.	Clause stands as per RFP.
62.	75	Annexure D		Submit Xerox copies of POs (Purchase Orders) and Performance Certificate as support documents.	Since many Banks may not be comfortable in providing specific PO details, requesting if we can provide live program public details as proof.	Clause stands as per RFP. Even the certificate from the client not below the rank of Executive cadre can be provided on the contract as per the need of the Bank.
63.	79	Annexure H		Annexure H – Letter of Authorisation to Bid.	Kindly confirm if Annexure H has to be submitted as a part of this RFP bid submission as reverse auction is not applicable.	Please refer corrigendum below for modified Annexure-H
64.	80	Annexure I		Manufacturer's Authorisation Form	Manufacturer's authorisation form is not applicable to this RFP. Kindly confirm.	Manufacturer's authorisation form is not applicable to this RFP
65.	80	Annexure I		Letter of Authorisation to Bid	Letter of Authorisation to Bid is not applicable to this RFP. Kindly confirm.	Letter of Authorisation to Bid (Revised annex-H) form is applicable to this RFP
66.	84	Annexure J(ii)		Cost per point redemption. Rate per point in Rs.	1. Kindly clarify if, 'Rate per point in Rs.' is to be provided by the bidder. 2. Please note the rate per point needs to be fixed by the Bank and should be same across all	Please find the revised commercial. All the amount is to be in Rs. Redemption rate per point will be fixed by the Bank.

					vendors. 3. What amount in Rs. needs to be considered as the per point redemption value.	
67.	87	Annexure K		Pre Contract Integrity pact	Kindly confirm the Stamp paper value to be considered for the Pre Contract Integrity Pact.	Stamp paper value depends on respective "State Stamp Act"
68.	99	Annexure N		Non-Disclosure Agreement	Kindly confirm the Stamp paper value to be considered for the Non-Disclosure Agreement.	Stamp paper value depends on respective "State Stamp Act"
69.	80	ANNEXURE-I, Point No. 4		Manufacturer's Authorisation Form	MAF, there is no annexure in the tender document.	It is not a requirement.
70.	99	Annexure – N		NON-DISCLOSURE AGREEMENT	Please clarify, whether we have to submit Annexure – N along with bid document in Letter head.	NDA is to submitted in requisite stamp paper.
71.	87	ANNEXURE-K		ANNEXURE-K PRE CONTRACT INTEGRITY PACT	Can we submit Annexure –K with Rs. 100 Stamp paper	Stamp paper value depends on respective "State Stamp Act"
72.	24	Eligibility Criteria: Point No. 8		The Bidder should have the capability of processing around 30 Million transactions per month towards posting loyalty points at the time of the submission of RFP and should be able to ramp up the capacity further in the future as per bank's requirement	Can we submit Self Declaration for Capability of processing around 30M transactions.	A certificate from organisation where you render service is advisable. System snapshot with all details is also acceptable.
73.	33	2.2 (Part IV)		Tier Structure: The bidder should be able to design a multi-level, user definable customer tier engine with each tier designed for different card/product as specified by the bank from time to time	How will Vendor on a real-time basis poll the transaction data? Via API webhooks with Finacle, or end-of-day batch files?	It may either of the following: - API ISO Based Batch Job SFTP etc.
74.	33	2.3 (Part IV)		Point redemption rules: Rules must be configured on the methodology for redemption of reward points (indicative as, against products, services, cash back options etc.) and for reversal or cancellation of reward points.	Does Bank want to give account holders option to avail points reversal as points or cashback?	It may be an option which can be offered.
75.	33	2.5 (Part IV)		Linking Member Accounts: The add-on-cards should be linked to the customer's account as per bank's specification such that the add-on-card's points can be	How will Vendor know add-on card accounts to be linked to primary accounts? Is it via Cust_ID or Mobile Number or both?	Bank will assist in providing the necessary details/logic.

				redeemed by primary account holder only.		
76.	35	4.3	4.3	Bidders system should have the capability to integrate with Bank's database or Banks Enterprise Data Warehousing (EDW) to get customer related data to on board the customers.	Does the EDW system have Rest APIs?	Modalities will be conveyed during implementation.
77.	39	14	4.14	The bidder will create an E-Store solution that will enable UCO Bank to provide a host of benefits and offerings to customers under one platform with seamless integration with UCO Bank Mobile Banking and Internet Banking.	Will Bank provide SSO (Single Sign On) APIs to Vendor?	SSO APIs can be shared with bidders on request as per requirement.

Corrigendum

ANNEXURE–J(ii)

REVISED Commercial Offer

(To be given on the Company's Letter Head)

Deputy General Manager
Department of Information Technology
UCO Bank Head Office-2 (5th Floor)
3 & 4 DD Block, Salt Lake Sector 1
Kolkata- 700064
West Bengal

Dear Sir,

REF: Response to RFP _____ dated _____ End to End Management of Enterprise Wide Loyalty Program (Re-tendering)

Sr No	Particulars		YEAR 1	YEAR 2
		A1		
1	Onetime Cost for Implementation of Loyalty Solution including (setting up System/Website/Mobile Application (A) in Rs			
			B1	B2
2	Yearly Administrative Fees in Rs (B)			
	Total Project Cost for 2 Years A1+B1+B2			
	Total in words:			

Note: Set up fees: One Time; Administrative Fees: To be paid on Quarterly arrear Basis.

The above quotation is subject to the following considerations: -

- The calculation for arriving at TCO is properly mentioned in the appropriate columns. In case of any anomalies in the

calculation for arriving at TCO the Bank will have the right to correct the same and it will be binding upon our company. Hence, for arriving at L1 bidder, TCO will be taken excluding GST.

- ii. If the cost for any line item is indicated as zero or blank, then Bank may assume that the said item is provided to the bank without any cost. All cost is quoted in INR only.
- iii. **If a bidder quotes Nil Charges/consideration as TCO, the bid shall be treated as unresponsive and will not be considered for selection process.**
- iv. In case of any discrepancy between figures & words, the amount in words shall prevail.
- v. Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- vi. It is ensured that the price information filled in the Commercial Offer at appropriate column is without any typographical or arithmetic errors. All fields have been filled in correctly.
- vii. Bidder has not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which is conditional and/or qualified or subjected to suggestions.
- viii. We have not added or modified any clauses/ statements/ recordings/ declarations in the commercial offer, which contain any deviation in terms & conditions or any specification.
- ix. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.
- x. Please note that any Commercial Offer which is conditional and/ or qualified or subjected to suggestions will also be summarily rejected. This offer shall not contain any deviation in terms & condition or any specifications, if so such offer will be summarily rejected.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 22.10.2020 and subsequent pre-bid and amendments.

Company Seal

Authorized Signatory

Date

Name & Designation:

Note :: Annexure- J(i) will be in the same format as revised Annex-J(ii) with masked values.

REVISED-ANNEXURE-H

LETTER OF AUTHORISATION TO BID

No.

Dated: / /2020

**Deputy General Manager,
Department of Information Technology
UCO Bank Head Office-2 (5th Floor)
3 & 4 DD Block, Salt Lake Sector 1
Kolkata- 700064**

Dear Sir,

**Sub: Your RFP for End to End Management of Enterprise Wide Loyalty Program (Re-tendering)
RFP Ref. No. HO/DIT/BPR&BTD/OA/2042/2020-21 dated 22/10/2020**

This has reference to your above RFP for End to End Management of Enterprise Wide Loyalty Program (Re-tendering) RFP Ref. No. HO/DIT/BPR&BTD/OA/2042/2020-21 dated 22/10/2020, with 2 years Contract Period, Mr/Mrs/Miss_____ is hereby authorised to submit the bid documents, to submit on-line-sealed bid and to sign the contract on behalf of our organisation for all the systems/ goods required by the bank as called for vide the bank's request for proposal vide RFP Ref. No. HO/DIT/BPR&BTD/OA/2042/2020-21 dated 22/10/2020 on behalf of our organization. We confirm that the person so authorized above has digital signatures (with encryption facility) in company name and confirm that all the prices quoted in on-line-sealed bid or in reverse auction by him shall be binding on us. He/ She is also authorized to take decisions on behalf of the company till RFP process is completed.

Certified Xerox copy of Power of Attorney (P/A) of the person authorising such person is duly submitted.

We hereby extend our full guarantee and warranty as per Clauses of Contract for the goods and services offered for supply by the above firm against this RFP.

The specimen signature is attested below:

Specimen Signature of Representative

Signature of Authorizing Authority

Name of Authorizing Authority (Certified Xerox copy of P/A of authorised Signatory/authority is to be submitted)

Note:

1. This letter of authority should be on the letterhead of the principal on whose behalf the proposal is submitted and should be signed by a person competent and having the power of attorney to bind the principal. It should be included by the Bidder in its bid.
2. The details of Digital Signatures are as below:

SL	Name of the Person Email Address & Contact No	Digital Signature Number (Class 3)	Certifying Agency	Valid up to

Part-V, Clause 15 : (Modified)

15. Payment Terms:-

One time set up fee to be paid after successful operation of platform for 1 month. Administrative fees will be paid on quarterly arrear basis on submission of invoices. Selected partner to submit all relevant documents against the invoices raised. Invoices to be raised in the name of Assistant General Manager, Transaction Banking Department, Head Office, Kolkata.

Part-V, Clause 16 : (Modified)

16. Contract Period

The tenure of the Contract will be for a period of 2 (two) years effective from the date of execution of the Service Level Agreement (SLA) unless terminated earlier by the Bank by serving 90 days prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor. However, after the completion of initial period of 2 (two) years, the contract may be extended/renewed for such further period and on such terms and conditions as would be decided by the Bank.

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 90 days' notice without assigning any reasons and without any cost or compensation therefor. Any offer falling short of the contract validity period is liable for rejection.

Validity period of Performance Bank Guarantee.

Validity period of Performance Bank Guarantee mentioned in RFP to be **read as 27 months** (24 months + 3 months claim period) in **place of 39 months** (36 +3) months.

RFP number mentioned at page no -1 of RFP:

RFP number at Page-1 of RFP is **erroneously mentioned** as:

RFP REF NO: DIT/MTBD/RFP/2042/2019-20 Date: 22/10/2020

Please refer it as:

RFP Ref. No.: DIT/BPR & BTB/OA/2042/2020-21, Dated: 22/10/2020