



UCO BANK

Department of Information Technology

**Request for Proposal (RFP) for Supply, installation, implementation and maintenance of web based application software for mandate management and ACH system under NACH platform, host-to-host solution and STP solution**

**RFP Ref. No: UCO/DIT/4373/2021-22 Date: 07/03/2022**

**Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s)**

Sl. No	Page No	Clause No	Clause as per RFP	Description of Query/ Clarification sought by Bidder	Bank Response
1.	13	Part I 3 Eligibility Criteria Sl.No 4	The bidder should have a minimum annual turnover of <b>Rs.1.00 Crore</b> per year in at least two years out of the last three financial years, i.e., FY-2018-2019,2019-2020&2020-2021	Request bank to increase the annual turnover of <b>Rs 5.00</b> Crore per year in at least two years out of the last three financial years, i.e., FY-2018- 2019,2019-2020&2020-2021	Clause stands as per RFP
2.	14	Part I 3 Eligibility Criteria Sl.No 6	The offered software solution should have been successfully implemented in at least two scheduled commercial bank in India with at least 1000 branches. And processing average of 1 lakh transactions per day	Suggestion from our side i.e. Software solution should have been successfully implemented in at least two PSB in India with at least 1000 branches. And processing average of 5 lakh transactions per day	Clause stands as per RFP
3.	20	PART –II: INVITATION FOR BIDS AND INSTRUCTIONS TO BIDDERS 15.MSME BIDDER Point no (i)	Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises under MSME and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or Khadi and Village Industries Commission (KVIC)	Request bank kindly clarify Udyog Aadhar is Sufficient document for exemption from submission of EMD and Tender Fee	Please refer clause for clarification.

			or Khadi and Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or directorate of Handicrafts and Handlooms or Udyog Aadhaar Memorandum or any other body specified by Ministry of MSME		
4.	40	Part IV 1.Scope of work (V)	AADHAAR based e-Sign Mandate module as Sponsor & Destination Bank	For Sponsor Bank, UIDAI integration is available or not?	At present no interface with UIDAI is available, bidder shall configure and implement module as per Bank's requirement.
5.	40	Part IV 1.Scope of work (V)	Any changes in the existing module or any additional module required in adherence to the regulatory requirement is to be provided without any additional cost to Bank	The changes will be free of cost till implementation and it is chargeable after implementation based on days of efforts involved.	Clause stand as per RFP.
6.	40	Part IV 8. Scope of work	System should be capable of integrating with Bank's Core Banking Solution (Finacle version 10.xx or higher) for MMS verifications and processing of inward/outward transactions files/eSign mandates/e-mandates/Account Validation (AV) files/AV-CBDT files/PMSYM etc. Bidder is responsible for seamless integration of the solution with all interfaces of Bank/NPCI in the existing versions and/or upgraded/changed versions without any additional cost to the bank.	Integration with upgraded/changed versions will be on additional cost in case of development effort is more than five working days.	Clause stands as per RFP
7.	41	Part IV 13. Scope of work	The bidder should either provide the source code itself with necessary documentation or arrange to keep it under escrow arrangement. The selected bidder should arrange for creation of escrow agreement under	Bank charges of escrow arrangement will be payable by bank only	Clause stands as per RFP.

			intimation to the Bank. Bank and bidder will bear the charges for escrow arrangement on 50:50 ratio. However, the selected bidder will have to take proper approval from bank before finalization of escrow partner and deployment of source code. Required documentary evidence of submission of source code is to be submitted to Bank		
8.	41	Part IV 14. Scope of work	The application should support replication between DC and DR without any manual intervention.	Database synchronization and monitoring to be done by Bank's Infra/DBA team.	Clause stands as per RFP.
9.	41	Part IV 15. Scope of work	The bidder will be required to provide post implementation onsite support as per NPCI session window timings on all days	Request bank to confirm the onsite support locations.  Request to bank to consider onsite support resources for weekly 5 days rather than strict on NPCI session window timing on all days which is currently 365 days working.  If bank required the support will be for 7 days then two support resources will deployed and cost will applicable to bank accordingly.	Clause stands as per RFP.
10.	41	Part IV 20. Scope of work	Selected bidder has to comply all regulatory and audit requirement as and when shared by the Bank without any additional cost.	Free of cost till go-live and additional cost will be there after that for effort exceeds 5 days.	Clause stands as per RFP.
11.	41	Part IV 21. Scope of work	Bank will provide the required hardware with OS as per requirement and Oracle licenses. It will be bidder's responsibility to install all the required related software including Oracle Database	Request bank to install oracle with bank infra team because currently bank have oracle Eula in place.	Clause stands as per RFP.

12.	42	Part IV 34. Scope of work	Any regulatory changes which are necessitated in the proposed solution due to changes in the law or provisions or directions introduced /issued by Government of India, State Governments, other governmental authorities, Reserve bank of India, NPCI, other regulatory authorities or due to industry level changes will be promptly effected by the selected bidder to The Bank during the warranty/AMC period as per Contract Terms and Conditions at no additional cost	If any regulatory changes which are necessitated in the proposed solution due to changes in the law or provisions or directions introduced /issued by Government of India, State Governments, other governmental authorities, Reserve bank of India, NPCI, other regulatory authorities or due to industry level changes will be promptly effected by the selected bidder to The Bank during the warranty/AMC period as per Contract Terms and Conditions at additional cost	Clause stands as per RFP.
13.	42	Part IV 38. Scope of work	In case, any additional utility/module is required for smooth functioning of the solution/system. Same should be provided to the bank without any additional cost to the Bank	In case, any additional utility/module is required for smooth functioning of the solution/system. Same should be provided to the bank with additional cost to the Bank	Clause stands as per RFP.
14.	43	Part IV 49. Scope of work	System should be capable enough to handle mandate of Bank's partner organization for processing. Parameters should be configurable using frontend	Request bank to clarify that bank is looking the solution for its sub-member bank also.	It is to be clarified that any entity coming with new entity code as specified by NPCI, solution should allow processing of mandate of such partners irrespective of volume.
15.	43	Part IV 53. Scope of work	The system generated reports should be should be generated in all standard formats such as (DOCX, XML, XLSX, TXT, CSV, PDF) wherever applicable and required by Bank and other entities.	Suggestion to bank is to select PDF and XLSX format for report generations.	Clause stands as per RFP.

16.	44	Part IV 3.Facility Management services	The FM support should be deployed at Bank's premises, for supporting the solution primarily for 12 hours (viz. 9 am to 9 pm)	Request bank to consider timing 10 am to 6 pm for F M support.	Clause stands as per RFP.
17.	47	Part-V 3. Contract Period	The tenure of the Contract will be for a period of 3 (Three) years from the date of issuance of purchase order 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	Request bank to clarify the tenure of the contract that it is 3 or 5 years.	It is clarified that initial contract period will be of 3 years, which may further be extended as per RFP terms.
18.	47	Part-V 4.WARRANTY &Annual Technical Support (ATS)	The bidder would be responsible for updates, patches, bug fixes, version upgrades as and when required.	Warranty covers only those updates or version upgrades which is having an effort of 5 days only.	Clause stands as per RFP.
19.	47-48	Part-V 5.TERMS OF PAYMENT (b) (C) & (d)	90 % of project cost if any, shall be paid after successful implementation of the proposed solution/date of go-live. Remaining 10% of the cost along with applicable taxes would be paid after completion of warranty period or submission of Bank Guarantee of an equivalent amount having validity till contract period and additional 3 months of claim period. FM charges and ATS amount will be paid quarterly in arrear basis against receipt of satisfactory service report from the Bank's Project / Operation Manager	Request bank to Change the payments terms <ul style="list-style-type: none"> <li>50% of the project cost shall be paid after installations of the proposed solutions at UAT stage.</li> <li>40% of project cost if any, shall be paid after successful implementation of the proposed solution at UAT</li> </ul> 10% of the of the cost along with applicable taxes would be paid after submission of Bank Guarantee of an equivalent amount having validity till contract period and additional 3 months of claim period FM charges amount will be paid monthly in arrear basis against	Clause stands as per RFP.

				receipt of satisfactory service report from the Bank's Project / Operation Manager.											
20.	49	Part-V 6 .UPTIME & PENALTY	<p>Vendor will have to guarantee a minimum uptime of 99.5%, calculated on a monthly basis. Application (As a whole / any module of the application) availability will be 99.5% on 24x7x365. The penalty will be calculated as per the details given below.</p> <p>Uptime percentage - 100% less Downtime Percentage Downtime percentage - Unavailable Time divided by Total Available Time, Calculated on a monthly basis. Total Available Time – 24hrs per day for seven days a week excluding planned Downtime Unavailable Time - Time involved while the solution is inoperative or operates inconsistently or erratically.</p> <table border="1"> <thead> <tr> <th>Uptime Percentage</th> <th>Penalty Details</th> </tr> </thead> <tbody> <tr> <td>A &gt;=99.5%</td> <td>No Penalty</td> </tr> <tr> <td>99.5% &lt; A &lt;99.0%</td> <td>2% of cost of monthly ATS charges</td> </tr> <tr> <td>99% =&lt; A &lt;98%</td> <td>5% of cost of monthly ATS charges</td> </tr> <tr> <td>A &lt;98%</td> <td>Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of monthly ATS charges</td> </tr> </tbody> </table>	Uptime Percentage	Penalty Details	A >=99.5%	No Penalty	99.5% < A <99.0%	2% of cost of monthly ATS charges	99% =< A <98%	5% of cost of monthly ATS charges	A <98%	Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of monthly ATS charges	Request bank to Provide relaxations on penalty	Clause stands as per RFP.
Uptime Percentage	Penalty Details														
A >=99.5%	No Penalty														
99.5% < A <99.0%	2% of cost of monthly ATS charges														
99% =< A <98%	5% of cost of monthly ATS charges														
A <98%	Penalty at an incremental rate of 1% (in addition to a base of 5%) of cost of monthly ATS charges														

				for every 0.1% lower than the stipulated uptime		
21.	37	Part -III: BID OPENING AND EVALUATION CRITERIA   1. STAGES OF EVALUATION	There would be a three (3) stage evaluation process. The stages are: I) Eligibility Criteria Evaluation II) Technical Evaluation III) Commercial Evaluation		What are the steps for technical evaluation? Will this include a demo to evaluate the solution capabilities.	Technical evaluation may include demo as per Bank's requirement.  Please refer RFP clause for further details.
22.	40	PART - IV   1. SCOPE OF WORK   #1 - iv	PMSYM module as Destination Bank		Requirement not clear, please elaborate.	PMSYM is Pradhan Mantri Shram Yogi Maan dhan Yojna- under this schme mandated are received without images and the solution should have capability to process those mandates.
23.	40	PART - IV   1. SCOPE OF WORK   #1 - ix	Any changes in the existing module or any additional module required in adherence to the regulatory requirement is to be provided without any additional cost to Bank.		This is a very open ended requirement, the commercials being quoted are for scope of work mentioned, for any unexpected requirement, how is the vendor expected to arrive at any estimation? Any such requirement in future should be driven by Change Management with appropriate coverage of commercials as per the effort estimation.	Clause stands as per RFP.
24.	40	PART - IV   1. SCOPE OF WORK   #7	The selected bidder should share implementation strategy with the bank before implementation of the solution. Pre deployment report will be finalized with the bank.		Requirement not clear. Please elaborate.	Requirement is clear itself.
25.	40	PART - IV   1. SCOPE OF WORK   #8	System should be capable of integrating with Bank's Core Banking Solution (Finacle version 10.xx or		All such changes to be applicable within the contract period. Request the bank to add "within the contract	Clause stands as per RFP

			higher) for MMS verifications and processing of inward/outward transactions files/eSign mandates/e-mandates/Account Validation (AV) files/AV-CBDT files/PMSYM etc. Bidder is responsible for seamless integration of the solution with all interfaces of Bank/NPCI in the existing versions and/or upgraded/changed versions without any additional cost to the bank.	period". Additionally, this is a very open ended requirement "with all interfaces of Bank" - please specify the exact interface requirements.	
26.	41	PART - IV   1. SCOPE OF WORK   #9	System should be capable of providing interface for push and/or pull data from various external sources for NPCI's e-Mandate handling etc.	Requirement not clear. Please elaborate.	Solution should be capable of file exchange with NPCI through host to host facility as per NPCI specification.
27.		PART - IV   1. SCOPE OF WORK   #13	The bidder should either provide the source code itself with necessary documentation or arrange to keep it under escrow arrangement. The selected bidder should arrange for creation of escrow agreement under intimation to the Bank. Bank and bidder will bear the charges for escrow arrangement on 50:50 ratio. However, the selected bidder will have to take proper approval from bank before finalization of escrow partner and deployment of source code. Required documentary evidence of submission of source code is to be submitted to Bank.	Request the bank to bear the cost of the Escrow arrangement.	Clause stands as per RFP.
28.	41	PART - IV   1. SCOPE OF WORK   #14	The bidder will be required to implement the solution in Production, DR (Disaster Recovery Site) & UAT. The application should support replication between DC and DR without any	Requirement not clear. Please elaborate.	Clause stands as per RFP.



			manual intervention.		
29.	41	PART - IV   1. SCOPE OF WORK   #15	The bidder will be required to provide post implementation onsite support as per NPCI session window timings on all days. Duties of onsite engineer includes configuration changes, version up-gradations, performance monitoring, troubleshooting, bug fixing, backup, patch installation with prior information to Bank. Bidder should ensure DR drill periodically as per Bank's polict (minimum once every three months).	The duration of the requirement of onsite resource is for the contract period of three years? Please confirm. Also we understand "polict" to be read as "policy" typo error.	This is to clarify that the requirement for FM is till contract period. Bidders understanding is correct- "polict" is typo error for "policy".
30.	41	PART - IV   1. SCOPE OF WORK   #16	Providing necessary end user training to Bank's Team for handling day to day NACH operations. The bidder should ensure proper training to end user at Bank's premises. Necessary training material and documents must be provided to the participants. Total number of participants and batches will be shared with selected bidder.	Basis covid experience for last few years, we request the bank to consider virtual training and modify the clause accordingly.	Clause stands as per RFP.
31.	41	PART - IV   1. SCOPE OF WORK   #20	Selected bidder has to comply all regulatory and audit requirement as and when shared by the Bank without any additional cost.	Understand this is clause if for within the contract period. Please confirm.	Bidder understanding is correct.
32.	42	PART - IV   1. SCOPE OF WORK   #31	The application should be capable of handling of data in batch processing apart from individual processing.	Requirement not clear. Please elaborate.	Clause stands as per RFP.
33.	42	PART - IV   1. SCOPE OF WORK   #32	Application should support phase wise posting of the mandate successfully posted by the branches.	Requirement not clear. Please elaborate.	It is to be clarified that all mandates will be processed on realtime basis. However, in case of technical issue, if realtime processing failed, system

					should automatically process the mandate in phased manner (pre-defined scheduled process)
34.	42	PART - IV   1. SCOPE OF WORK   #33	OEM support should be available for 5 years with effect from sign off/ acceptance by the Bank.	The ATS cost in commercials template is for 2nd and 3rd year only. Please reconsider and make necessary modifications.	Clause stands as per RFP.
35.	42	PART - IV   1. SCOPE OF WORK   #34	Any regulatory changes which are necessitated in the proposed solution due to changes in the law or provisions or directions introduced /issued by Government of India, State Governments, other governmental authorities, Reserve bank of India, NPCI, other regulatory authorities or due to industry level changes will be promptly effected by the selected bidder to The Bank during the warranty/AMC period as per Contract Terms and Conditions at no additional cost.	NPCI being an umbrella, cannot be considered as regulatory authority. Please remove NPCI from the clause.	Clause stands as per RFP.
36.	43	PART - IV   1. SCOPE OF WORK   #40	Deputing of adequate resources at Bank's premises for seamless implementation of the application. (No offsite remote access will be provided outside Bank's premises).	Can this be reconsidered as pandemic situation is on again and off again. We need to ensure there is continuity in services always. Request the bank to modify the clause accordingly.	Clause stands as per RFP.
37.	43	PART - IV   1. SCOPE OF WORK   #50	The proposed solution should be integrated with CBS using ISO messaging system/API to extract registered mobile numbers/mail ids of mandate issuers from CBS (Finacle) and initiate SMS alerts/e-mails for various reasons as per Bank's requirement.	Email / SMS gateway to be provided by bank. Please confirm.	It is to be clarified that Bank will provide Email/ SMS gateway but integration of the same with the solution is to be completed by the selected bidder.

38.	46	Part - V   2. DELIVERY AND INSTALLATION	<p>The Bank would like to have the following time schedule for completion of the activities from the date of placement of Purchase orders. Bidder shall supply the Software within 10 days.</p> <p>Pilot run shall start immediately at selected nodal branch to be identified by the Bank Pilot run completion-10 days.</p>	<p>1. SRS phase has not been considered, request the bank to budget time for requirement gathering, SRS creation and signoff.</p> <p>2. Accordingly request the bank to please extend the time of delivery and implementation.</p>	<p>Clause stands as per RFP.</p> <p>It is clarified that SRS timeline will start as soon as LOI is issued to the selected bidder, whereas implementation timeline will start with issue of PO to the selected bidder.</p>
39.	48	5. TERMS OF PAYMENT	<p>a. No advance payment will be made.</p> <p>b. 90 % of project cost if any, shall be paid after successful implementation of the proposed solution/date of go-live.</p> <p>c. Remaining 10% of the cost along with applicable taxes would be paid after completion of warranty period or submission of Bank Guarantee of an equivalent amount having validity till contract period and additional 3 months of claim period.</p> <p>d. FM charges and ATS amount will be paid quarterly in arrear basis against receipt of satisfactory service report from the Bank's Project / Operation Manager</p> <p>e. In case, the item is delivered but the installation is delayed on account of site not ready, 70% payment may be released on production of site not ready (SNR) certificate from the concerned Site and rest 20% of the order value after completion of the installation and commissioning as mentioned above or submission of</p>	<p>We request the bank to reconsider the payment terms as follows -</p> <p>a. 50% on signoff of the SRS</p> <p>b. Balance 50% on UAT release</p> <p>Also, kindly do not hold back any portion of the Licence fee once it is fully implemented. An equivalent or higher amount will be available with the bank against AMC support annual charges which the banks pays in arrears.</p>	<p>Clause stands as per RFP.</p>

			Bank Guarantee of an equivalent amount having validity till contract period.		
40.	106	Annexure - XVII   ELIGIBILITY COMPLIANCE   #4	The bidder should have a minimum annual turnover of Rs.1.00 Crore per year in at least two years out of the last three financial years, i.e., FY-2018-2019, 2019-2020 & 2020-2021	Please confirm if turnover is 1.00 Crore or just a typo.	It is confirmed that minimum turnover for eligibility is 1.00 crore.
41.	14	Eligibility Criteria/ No. 6	The offered software solution should have been successfully implemented in at least two scheduled commercial bank in India with at least 1000 branches. And processing average of 1 lakh transactions per day.	Request Bank to consider the following clause  The offered software solution should have been successfully implemented in at least two scheduled commercial bank or any Bank.	Clause stands as per RFP.
42.	14	Eligibility Criteria/ No. 6	Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project Sign-Offs in last three years including names of clients with Phone, E-Mail IDs etc.	Request Bank to consider the following clause:  Documentary evidence with relevant copies of Purchase Order along with Satisfactory Working Certificates / Completion Certificates / Installation Reports / Project Sign-Offs including names of clients with Phone, E-Mail IDs etc.	Clause stands as per RFP.
43.	50	LIQUIDATED DAMAGE	liquidated damages at 1% (One percent) of the price of undelivered portion/ not installed services of per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the total cost of ownership.	Request Bank to consider the following clause  liquidated damages at 1% (One percent) of the price of undelivered portion/ not installed services of per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 5% of the total cost of ownership.	Clause stands as per RFP.

44.	49	UPTIME PENALTY &	The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent quarter payment. The SLA charges will be subject to an overall cap of 10% of the Monthly ATS Charges and thereafter,	Request Bank to consider the following clause  The uptime percentage would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent quarter payment. The SLA charges will be subject to an overall cap of 5% of the Monthly ATS Charges and thereafter,	Clause stands as per RFP.
45.		General		Request Bank to consider the following  <b>Limitation of Liability</b>  Kiya.ai's liability under this contract is limited to the amount of fees considerations received by it reduced by the associated costs, till such time as the Software Solution is under warranty from Kiya.ai. After expiry of warranty and provided the Client has entered into an Annual Maintenance Contract (AMC) for maintenance and support of the Software Solution, such liability will be limited to the amount of AMC fees paid to Kiya.ai during the calendar year of such claim. Under no circumstances shall the liability of Kiya.ai regardless of the nature of claim whether in contract, tort, strict liability or any other theory of liability, exceed the amount mentioned above.	Request not admissible.

				<p>The aforesaid limitation does not apply to any liability of the Kiya.ai towards violation of third party Copyrights / Intellectual Property Rights as well as any acts of gross negligence, misconduct or fraud on the part of the Kiya.ai or its representatives causing direct loss to the Bank causing mal-functioning or non-functioning of the Software and where such claims are subjected to and decided by the court of law.</p> <p>The Kiya.ai shall not be liable for any special, indirect, incidental or consequential damages of any kind including but not limited to loss of use, data, profit, income, business, anticipated savings, reputation, and more generally, any loss of an economic or financial nature, which may be deemed as consequential incident of the claim.</p> <p>The foregoing states and constitutes the entire obligations and liabilities of Licensor to Licensee.</p> <p><b>Intellectual Property Rights</b></p> <p>a. the Licensor hereby confirms that:</p>	
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				<p>i. to the best of Licensor's knowledge, the Software Solution does not infringe upon any intellectual property of any third party.</p> <p>ii. All Intellectual Proprietary Rights in Software Solution, Updates, Confidential Information and Trademarks belong to Licensor and have been duly procured by Licensor from authorised sources.</p> <p>b. the Licensee hereby states that;</p> <p>i. The Licensee hereby expressly disclaims any and all Intellectual Proprietary Rights in the Software Solution.</p> <p>ii. The Licensee shall promptly notify the Licensor of any unauthorized third-party duplication, distribution or use of Software Solution which comes to attention of Licensee and shall provide the Licensor with whatever reasonable assistance as necessary to (i) stop such activities and (ii) recover and / or destroy such unauthorized copies.</p> <p>iii. The Licensee shall not attempt to register any of Trademarks, company names or trade names or any logo used or associated with</p>	
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				<p>Software Solution nor shall the Licensee attempt to develop or in any way develop any products, which is similar to any portion of Software Solution.</p> <p>iv. All Intellectual Property Rights in respect of Software Solution delivered to Licensee under this Contract and subsequent support and services including but not limited to product fixes, modifications or enhancements that are either release generally (such as commercial product service packs) or that are provided to Licensee when performing services (such as workarounds, patches, bug fixes, beta fixes and beta builds) shall belong exclusively to Licensor.</p> <p><b>c. Indemnification</b></p> <p>The Licensor hereby indemnifies Licensee from costs and expenses arising from infringement of unaffiliated third party rights by the Software Solution provided that: (1) Licensor is given prompt notice of the claim; (2) Licensor is given immediate and complete control over defence and/or settlement of claim, and Licensee fully cooperates with Licensor in such defence and/or settlement; (3) Licensee does not prejudice in any manner Licensor's conduct of such</p>	
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				<p>claim; and (4) the alleged infringement is not based upon use of Software Solution in a manner prohibited under this Contract, in a manner for which Software Solution was not designed, or in a manner not in accordance with Specifications.</p> <p><b>d. Altered Version</b></p> <p>The Licensor shall have no liability for any claim of infringement based on (a) use of a superseded or altered version of Software Solution if infringement would have been avoided by use of a current or unaltered version of Software Solution which Licensor made available to Licensee or (b) combination, operation or use of Software Solution with software, hardware or other materials not furnished by Licensor.</p>	
46.	48	5. Payment Terms ( b )	<p><input type="checkbox"/> No Advance Payment will be made</p> <p><input type="checkbox"/> 90% payment of order value along with applicable taxes on actual basis will be paid on go live &amp; sign off certificate from competent authority.</p> <p><input type="checkbox"/> Remaining 10% of the cost along with applicable taxes would be paid after completion of warranty period or submission of Bank Guarantee of an equivalent amount having validity till contract period and additional 3 months of claim period.</p>	<p>Request Bank to provide advance payment of 50% on the licenses to meet the cash flow</p>	<p>Clause stands as per RFP.</p>

47.	14	Eligibility Criteria Point No.6	The offered software solution should have been successfully implemented in at least two scheduled commercial bank in India with at least 1000 branches. And processing average of 1 lakh transactions per day.	1. The offered software solution should have been successfully implemented in <b>at least ONE scheduled commercial bank in India with at least 1000 branches.</b> 2. And offered software solution <b>can process Transactions of 1 lakh and above on any peak moment.</b>	Clause stands as per RFP
48.	46	DELIVERY AND INSTALLATION	Bidder shall supply the Software within 10 days.	The time mentioned is too short, request you to change the timeline for software delivery to 30 days.	Clause stands as per RFP.
49.	Page No. 14	Eligibility Criteria	The offered software solution should have been successfully implemented in at least two scheduled commercial bank in India with at least 1000 branches. And processing average of 1 lakh transactions per day.	Request Bank to modify the clause as mentioned below:  The offered software solution should have been successfully implemented in at least two scheduled commercial bank in India with at least 900 branches. And processing average of 1 lakh transactions per day.	Clause stands as per RFP
50.	Page No. 14	Eligibility Criteria	The offered software solution should have been successfully implemented in at least two scheduled commercial bank in India with at least 1000 branches. And processing average of 1 lakh transactions per day.	Request Bank to modify the clause as mentioned below:  The offered software solution should have been successfully implemented in at least one scheduled commercial bank in India with at least 1000 branches. And processing average of 1 lakh transactions per day.	Clause stands as per RFP
51.	Page No. 22	Period of Bid Validity	Bids shall remain valid for 180 (One Hundred and Eighty) days after the date of bid opening prescribed by UCO BANK.	Request Bank to modify the clause as mentioned below:  Bids shall remain valid for 60 (Sixty) days after the date of bid opening prescribed by UCO BANK.	Clause stands as per RFP.

52.	Page No. 41	Scope of Work, Clause No. 21	Bank will provide the required hardware with OS as per requirement and Oracle licenses. It will be bidder's responsibility to install all the required related software including Oracle Database.	In case the solution is on a platform other than Oracle, will Bank provide the Database licenses. Or do we have to factor the database cost. If so, how do we factor in the cost in the commercials?	This is for information that Bank is having EULA agreement with Oracle and will be providing Oracle licenses to selected bidder, therefore, the proposed solution should be on Oracle platform/ Oracle database.
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**Corrigendum**

<b><u>Existing Clause</u></b>	<b><u>Revised Clause</u></b>
<b>Bid submission date : 07.04.2022, at 4:00 PM</b>	<b>Bid submission date : 11.04.2022, at 4:00 PM</b>
<b>Bid Opening Date : 07.04.2022 at 4:30 PM</b>	<b>Bid Opening Date : 11.04.2022 at 4:30 PM</b>

All other terms and conditions will remain same as per RFP and corresponding pre-bid responses, corrigendum, addendum published on Bank's website.