



Department of Information Technology

Selection of Vendor for Implementation of Centralized KYC (CKYC) Registry Application including required Software & Facility Management Services . RFP Ref. No. UCO/DIT/4328/2021-22 Date: 03.03.2022

Pre-Bid Responses/ Clarifications to Queries raised by the Bidder(s) Amendments, Addendums and Corrigendum uploaded on 02.04.2022

Sl. No.	RFP Page No.	RFP Clause No.	Original RFP Clause	Query Sought/Suggestions of the Bidder	Bank's Response
1.	12	3.Eligibility Criteria Sl.no 5	The Bidder should have experience of successfully implementation of CKYCR Application in at least any 2 Public / Private Sector Bank /Financial Institutions/ Government Organizations in India such implementation should be working for at least 2 year	Request to bank only allow those bidder who have experience of public sector bank.	Clause stands as per RFP.
2.	18	14.MSME (i)	I. Exemption from submission of EMD and Tender Fee / Cost shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and registered under provisions of the Policy i.e. registration with District Industries Centre (DIC) or	Kindly clarify the statement for exemption of EMD and Tender fees Udyog Aadhaar is also valid.	RFP Clause is self-explanatory

			Khadi and Village Industries Commission (KVIC) 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. Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered.		
3.	35	Part III Bid Opening And Evaluation Criteria 3 Normalizations of bids	Normalizations of Bids	Request to bank remove the clause of Normalizations of Bids	Clause Stands as per RFP
4.	37	PART – IV. SCOPE OF WORK 4	4.The Bidder should provide Backup /restoration/patch/updates/upgrades related activities pertaining to the proposed CKYC solution & related servers after obtaining approval from the Bank. All these activities are to be covered under scope of ATS provided by the	Request bank for allow us upgrades related activities as Change request not covered under ATS Scope	It is clarified that requirements on account of regulatory changes to be covered within the scope. Additional major features / modification sought by bank after signoff may be covered under Change Request mode.

			Bidder		
5.	37	PART – IV. SCOPE OF WORK 2	2.The Bidder shall be responsible for installation, configuration, testing, implementation, customization, migration, training, onsite support ,integration, Operationalization and Maintenance of Central KYC Registry (hereinafter referred CKYCR) solution for Web Application, CKYC Scanning Utility, and CKYC Mobile apk(Android/Apple/iOS based) for both individual and Legal Entity customers	Request to bank To clarify for Mobile application IOS and apple both is same. However Bank has no any IOS user in a branch level still bank required additional charges will be applicable	RFP Clause is self-explanatory & stands as per RFP.
6.	37	PART – IV. SCOPE OF WORK 3	The Bidder is required to supply the proposed solution with required licenses, install & deploy the solution and maintains the solution (primary site) at Bangalore and Secondary site at Kolkata, integrate the proposed solution with CBS (Finacle 10.x) and other ancillary banking applications as per Bank's requirement. Bidder has to maintain online data replication between DC & DR. The UAT setup shall be at Kolkata and used for the customization of any changes before movement in production.	Request bank to maintain data replications is come under bank responsibility	Clause stands as per RFP.

			The UAT setup would be kept available at all times during the contract period.		
7.	37	PART – IV. SCOPE OF WORK 6	6.The proposed solution should seamlessly integrate with other banking products/systems like Document management System (DMS), Loan Application processing system (LAPS), Loan Processing System (LPS), Aadhaar Data Vault (ADV), Business Correspondent ,Business facilitator (BC/BF) , other third party solutions (NSDL,CDSL,UIDAI etc.) and should support automated integration with the above application	Request bank to clarify which system application need to be integrated as development effort included per applications	Please refer corrigendum enclosed herewith.
8.	38	PART – IV. SCOPE OF WORK 10	10. The reporting and logging system of the proposed solution shall integrate seamlessly with existing SIEM Solution. As required by Bank the Bidder shall provide all the required information and data for integrating with SIEM Solution.	Request bank to kindly share detail about SIEM solutions.	It is clarified that SIEM (Security Information and Event Management) solution will monitor the CKYC server activities (like login activities, OS related activities, IP accessing the server etc.) .The Bidder will be required to provide the information and data as required by Bank's SOC team for integrating with

					SIEM solution.
9.	38	PART – IV. SCOPE OF WORK 14	The Bidder is required to maintain the RTO and RPO as per the Bank's Business Continuity Policy. For this proposed solution RTO will be 90 minutes and RPO will be 30 minutes.	<p>Request bank kindly explain about the RTO and RPO.</p> <p>Because RTO and RPO based on various factors like:</p> <p>Server is crashed due to any issue which take time from bank end to provide the respective new infra then it effect on RTO and RPO</p>	<p>It is clarified that Hardware, Operating system & Data Base will be provided by Bank and issues related to hardware, Operating System & Data base upgradations will be taken care by Bank. However running or switching the Application between primary and secondary sites will be the responsibility of the identified vendor. Hardware details are available in RFP clause hardware, software, tools and resource requirement page no 42-43.</p>

10.	39	PART – IV. SCOPE OF WORK 15	The Bidder should maintain Uptime of 99.95% of the solution both at DC & DR during contract period.	Uptime of CKYC solutions depend on various factor like OS upgrade, system patch update/upgrade also effect on application because several setting at server end may be changed	It is clarified that hardware , Operating system & Database will be provided by Bank. Issues related to hardware and Operating system upgradation will be taken care by bank. The bidder is expected to maintain application uptime 99.95% as stated in RFP clause Part –IV (15). Issues related to hardware and Operating system will be excluded for uptime calculation. Hardware detail are available in RFP clause Hardware, software, tools and resource requirement page no 42-43.
11.	39	PART – IV. SCOPE OF WORK 16	The support service shall be provided on 24 x 7 basis at Kolkata for ensuring Proper upkeep and maintenance of the solution.	Request bank to clarify why they required support services 24*7 if bank working hours 10 am to 7 pm and bank working days	Please refer to corrigendum
12.	40	PART – IV. SCOPE OF	During the contract period Bank may ask for additional 100 reports	Request bank to modify the scope for additional	Please refer to corrigendum

		WORK 25	which are to be provided without any additional cost to the Bank.	100 reports vendor should charge for any CR to the bank.	
13.	41	PART – IV. SCOPE OF WORK 35. (b) Escrow Arrangement	Costs for the Escrow will be borne by the Vendor	Request Bank to remove this point	Clause Stands as per RFP
14.	44	HARDWARE, SOFTWARE, TOOLS AND RESOURCE REQUIREMENT Facility Management Services	Facility Management Services	Request Bank to clarify	Please refer RFP clause. (Page no. 44), and corrigendum enclosed herewith.
15.	44	HARDWARE, SOFTWARE, TOOLS AND RESOURCE R EQUIREMENT Facility Management	Facility Management Services	Request Bank to clarify facility management support required for this project will be available for 365 days .	Please refer RFP clause. (Page no. 44), and corrigendum enclosed herewith.

		Services								
16.	48	Part – V 5.Payment Terms	No Advance Payment will be made. 90% payment of order value along with applicable taxes on actual basis will be paid on go live & sign off certificate from competent authority. 10 % payment will be done after three month of go-live.		Request the bank kindly release 50% of the payment on software installations at UAT server.	Clause stands as per RFP				
17.	48	Part – V 5.Payment Terms FM Services	Payment for FM services will be paid in quarterly arrear basis.		Request bank for modify the payment for FM services will be paid on Monthly arrear basis	Clause stands as per RFP				
18.	49	Part – V 6.1 Uptime	Vendor should provide facility of single point of contact for any downtime error resolution and the Vendor should submit downtime report quarterly to Bank. Penalty for the same will be levied to the Vendors as given in below. <table><tr><td>Uptime (A)Percentage</td><td>Penalty Details</td></tr><tr><td>A >= 99.5%</td><td>No Penalty</td></tr></table>		Uptime (A)Percentage	Penalty Details	A >= 99.5%	No Penalty	Requesting bank to provide relaxation for the following point.	Clause stands as per RFP.
Uptime (A)Percentage	Penalty Details									
A >= 99.5%	No Penalty									

			<table><tr><td>99.0% =< A <99.5%</td><td>Rs.5000</td><td></td></tr><tr><td>98.5% =< A <99%</td><td>Rs. 10000</td><td></td></tr><tr><td>A < 98.5%</td><td>Rs. 15000</td><td></td></tr></table> <p>For every issue crossing beyond the above referred thresholds for resolution Bank shall have right to levy penalty subject to a maximum of 10% of the contract value. For repeated failure, same or higher penalty will be charged depending upon the delay in rectification of the problem</p>	99.0% =< A <99.5%	Rs.5000		98.5% =< A <99%	Rs. 10000		A < 98.5%	Rs. 15000			
99.0% =< A <99.5%	Rs.5000													
98.5% =< A <99%	Rs. 10000													
A < 98.5%	Rs. 15000													
19.	50	Part – V 6.1 b others	In absence of the required number of manpower as per the Purchase order, Rs.300/- will be deducted for the absence of per engineer per day. Maximum penalty in this case will be 10% of the FMS cost.	Request bank to modify the clause and provide at least 2 days leave in a month	Clause stands as per RFP									
20.	56	Page - V 19.Acceptance Testing	The Bank will carry out the acceptance tests as per Scope of work Part – IV supplied & implemented by the selected bidder as a part of the Project. The Vendor shall assist the Bank in all acceptance tests to be carried out by the Bank. The provisioned items will be deemed accepted only on	Request bank to modify if any additional charges will be applicable payable done by bank only.	Clause stands as per RFP									

			successful acceptance of those products and the vendor would need to provision insurance of those items till successful acceptance. The Bank at its discretion may modify, add or amend the acceptance tests which then will have to be included by the vendor. The Vendor shall arrange for the tests at the relevant sites in the presence of the officials of the Bank. The Vendor should ensure that the tests will involve trouble-free operation of the complete system apart from physical verification and testing and that there shall not be any additional charges payable by the Bank for carrying out this acceptance test.		
21.	110	Annexure XVII Technical /Functional Specification Sr.No 13. 2. Requirement for Ckyc Mobile	Separate Mobile Application (APK) to be implemented (both for Individual and Legal Entity Customers) by the vendor	Current we have the common solution for Individual and legal entity.	Bidder may provide either common / separate Mobile apk for both Individual and Legal Entity Customers.

		applications			
22.	13	3. Eligibility Criteria, Point no.6	The bidder / Authorized Representative must have support offices in major cities in India including Bangalore and Kolkata (either their own office or franchise office)	We request bank to remove the mentioned clause as bank is already looking for on Site Support for the proposed solution. Also request bank to consider, The bidder / Authorized Representative must have support offices in major cities in India.	Please refer to corrigendum.
23.	37	Part-IV, SCOPE OF WORK, Point.2	2. The Bidder shall be responsible for installation, configuration, testing, implementation, customization, migration, training, onsite support ,integration, Operationalization and Maintenance of Central KYC Registry (here in after referred CKYCR) solution for Web Application, CKYC Scanning Utility, and CKYC Mobile	We request bank to kindly clarify if bidder does need to provide the required infra in the banks DC & DR including servers racks ,Storage, OS and DB.	It is clarify that all the required infra is provided By Bank including servers racks ,Storage, OS and DB.. Hardware detail is available in RFP clause hardware, software, tools and resource requirement page no 42-43.

			apk(Android/Apple/iOS based) for both individual and Legal Entity customers		
24.	37	Part-IV, SCOPE OF WORK, Point.2	2. The Bidder shall be responsible for installation, configuration, testing, implementation, customization, migration, training, onsite support ,integration, Operationalization and Maintenance of Central KYC Registry (hereinafter referred CKYCR) solution for Web Application, CKYC Scanning Utility, and CKYC Mobile apk(Android/Apple/iOS based) for both individual and Legal Entity customers	We request bank to kindly provide more clarity on the requirement of the Mobile applications.	Bidder may provide either common / individual Mobile apk for both Individual and Legal Entity Customers.
25.	37	Part-IV, SCOPE OF WORK, Point.2	2. The Bidder shall be responsible for installation, configuration, testing, implementation, customization, migration, training, onsite support ,integration, Operationalization and Maintenance of Central KYC Registry (hereinafter referred CKYCR) solution for Web	We request bank to confirm on the size of the data to be migrated from the existing system and the current database.	DB Size approx. 700 GB and App Data approx. 2 TB.

			Application, CKYC Scanning Utility, and CKYC Mobile apk(Android/Apple/iOS based) for both individual and Legal Entity customers		
26.	37	Part-IV, SCOPE OF WORK, Point.3	3. The Bidder is required to supply the proposed solution with required licenses, install & deploy the solution and maintain the solution at the Bank's Data center at Bangalore and Disaster Recovery(DR) at Kolkata, integrate the proposed solution with CBS (Finacle 10.x) and other ancillary banking applications as per Bank's requirement. Bidder has to maintain online data replication between DC & DR. The UAT setup shall be at Kolkata and used for the customization of any changes before movement in production. The UAT setup would be kept available at all times during the contract period.	We request bank to provide the list of applications to be integrated with the proposed CKYC Solution.	The solution should be able to integrate with the applications which are maintaining / requiring KYC data. Details will be shared with the identified vendor. Also Please refer to corrigendum.
27.	37	Part-IV, SCOPE OF WORK, Point.3	3. The Bidder is required to supply the proposed solution with required licenses, install & deploy the solution and maintain the solution	We request bank to confirm if the hardware sizing for the proposed solution would be in the	It is to clarified that existing application in three tier setup with separate application, Web and DB

			at the Bank's Data center at Bangalore and Disaster Recovery(DR) at Kolkata, integrate the proposed solution with CBS (Finacle 10.x) and other ancillary banking applications as per Bank's requirement. Bidder has to maintain online data replication between DC & DR. The UAT setup shall be at Kolkata and used for the customization of any changes before movement in production. The UAT setup would be kept available at all times during the contract period.	High Availability in DC & DR, also request bank to confirm % of the UAT/Testing environment to be sized of the production environment.	servers but not in high availability mode separately at DC & DR Site UAT / testing environment to be sized of 25 % data of the production environment.
28.	37	Part-IV, SCOPE OF WORK, Point.4	The Bidder should provide Backup /restoration/patch/updates/upgrades related activities pertaining to the proposed CKYC solution & related servers after obtaining approval from the Bank. All these activities are to be covered under scope of ATS provided by the Bidder.	We request bank to provide the storage required for the project.	Storage will be provided as per requirement.

29.	38	Part-IV, SCOPE OF WORK, Point.11	Archive policy should be devised for archiving Images folder and bulk files for which CKYC ID has been generated. The solution should support efficient and quick retrieval of archived images.	We request bank to provide more clarity on the period of data to be kept online as per banks policy and required storage towards the same.	Detail will be shared with selected bidder. Hardware requirement will be taken care by Bank.
30.	39	Part-IV, SCOPE OF WORK, Point.17.	During the Contract period, the Bidder shall be responsible for all costs relating to labour, spares, maintenance (preventive and corrective) and transport charges from and to the Sites in connection with update/upgradation of the solution.	We request bank to consider, During the Contract period, the Bidder shall be responsible for all costs relating to labour, spares, maintenance (preventive and corrective) and transport charges from and to the Sites in connection with update/upgradation of the solution at the mutually agreed commercials based on the efforts involved towards the same.	Clause stands as per RFP.

31.	40	Part-IV, SCOPE OF WORK, Point.25.	25. The proposed solution should be capable of generating all the regulatory/statutory reports in the required format. During the contract period Bank may ask for additional 100 reports which are to be provided without any additional cost to the Bank	We request bank to consider, The proposed solution should be capable of generating all the regulatory/statutory reports in the required format. During the contract period Bank may ask for additional 100 reports which are to be provided at the mutually agreed commercials based on the efforts involved towards the same.	Please refer to Corrigendum enclosed herewith.
32.	41	Part-IV, SCOPE OF WORK, Point.30.	30. The licenses for the proposed solution should be enterprise(Perpetual) wide and there should not be any restrictions in issuing licenses based on no. of users, no. of branches, no. of channels integrated, no. of uploading/downloading documents or transactions or files and asset size of Bank etc. The Bidder should have proper license to use third party software, if any, and Bank will not be liable in	We request bank to consider, The licenses for the proposed solution should be Term Licence for the contract period and there should not be any restrictions in issuing licenses based on no. of users, no. of branches, no. of channels integrated, no. of uploading /	Clause stands as per RFP.

			the event of any legal complications arising out of it. Proof of license should be provided to the bank, in such cases	downloading documents or transactions or files and asset size of Bank etc. The Bidder should have proper license to use third party software, if any, and bank will not be liable in the event of any legal complications arising out of it. Proof of license should be provided to the bank, in such cases	
33.	41	Part-IV, SCOPE OF WORK, Point.31.	31. Bidder will ensure that, the application should work on particular enterprise grade database i.e. Oracle EULA license only (provided by bank) and Operating System (OS) i.e. Windows Server 2016 (Standard)/ Windows Server 2019 (Standard/Datacentre)	We request bank to clarify that if the bank would provide the OS required for the project.	Operating System will be provided by the Bank.
34.	42	Part-IV, SCOPE OF WORK, Point.39.	39. Training: The Bidder has to provide necessary project management, requisite training for administrators/ users of the application and shall also provide comprehensive	We request bank to provide the required infra for providing training to the banks officer, We request bank to provide clarity	Training program will be arranged by the Bank. Bidder is to impart the training to trainer at Bank's training

			documentation of the application including architecture, description of the interfaces, data model, meta data details, user manual and other related documents. Detailed process documentation, Standard Operating Procedures and management of solution should be prepared and submitted to Bank before project signoff	on the batch size for the training session, and number of training sessions to be conducted during the contract period. We also request bank to consider train the trainer approach for imparting training to the bank officials	centers in minimum of 5 batches.
35.	44	Facility Management Services	The FM support should be deployed at Bank's premises, for supporting the solution for 09:00 to 19:00 Hours (i.e. however in case of exigency the Bidder shall provide and maintain requisite skilled resources for extended hours as required.	We request bank to consider, Separate resources towards application support and infra support required during the project as the application support would not have the required expertise to provide the infra , OS and data base support	It is clarified that infra will be provided by Bank. Issues related to infra and Operating system upgradation will be taken care by Bank.
36.	46	Part – V, 2. Timeline for project implementation	1. Delivery of solution along with Software Licenses, System Configuration, Installation, Customizations, integration with Bank's applications and porting on Production environment	We request bank to consider, atleast 22 weeks timeline looking at the magnituded of the project. 1.Delivery of solution	Clause stands as per RFP.

			<p>: 4 weeks from date of Purchase order(PO).</p> <p>2. Use Acceptance Test (UAT) : 2 weeks from the date of delivery and implementation /6 weeks from date of Purchase order (PO).</p> <p>3. Pilot implementation : 2 weeks from the date of UAT/8 weeks from date of Purchase order (PO).</p> <p>4. Go Live : 4 weeks from the date of Pilot implementation /12 weeks from date of Purchase order (PO)</p>	<p>along with Software Licenses , System Configuration , Installation, Customizations , integration with Bank's applications and porting on Production environment</p> <p>: 12 weeks from date of Purchase order (PO)</p> <p>2. Use Acceptance Test (UAT) : 3 weeks from the date of delivery and implementation /15 weeks from date of Purchase order (PO).</p> <p>3. Pilot implementation : 3 weeks from the date of UAT/18 weeks from date of Purchase order (PO).</p> <p>4. Go Live : 4 weeks from the date of Pilot implementation /22 weeks from date of Purchase order (PO)</p>	
37.	46	Part – V, 2. Timeline for project	As per requirements, the details of account opened/activated have to be uploaded into CERSAI portal	We request bank to provide the clarity on the mentioned point in	It is clarified that after completion of KYC details at Branch level, it should be

		implementation	within 3 days. Therefore, the SI has to deploy suitable number of resources at various levels in each of the identified places by the bank and complete the all the required jobs, so as to ensure that the Bank is able to verify/upload the data to CERSAI portal within 3 days.	regards with the deployment of the resources.	uploaded to CERSAI Portal within 3 working days. This process should be automated by CKYC application.
38.	46	Part – V, 2. Timeline for project implementation	In case of pendency with regard to this activity, a penalty of Rs.1000/- or penalty imposed by CKYC whichever is higher for each application, will be levied and recovered from the amount payable to the Bidder.	We request bank to remove the mentioned point as the mentioned point is very stringent on the bidders part.	Clause stands as per RFP
39.	48	6. Penalty	The Vendor shall perform its obligations under the respective work order and the agreement entered into with the Bank, in a professional manner. If the Vendor fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as	We request bank to remove the mentioned point as the mentioned point is very stringent on the bidders part, as the same is uncapped liability which cannot be accepted.	Clause stand as per RFP

			deemed reasonable as Penalty / Liquidated Damage for non-performance. If the solution or any of its components behaves erroneously which results in monetary or business loss to the Bank, then the entire amount of such loss shall be recovered from the Vendor on actual basis.		
40.	49	6.1 Uptime	<p>a. During the Implementation period</p> <ul style="list-style-type: none"> Non-adherence to the Schedule of Implementation will attract a penalty of 1% of the TCO for per weeks delay after the timeline of 8 week subject to a maximum of 10% 	We request bank to consider, Non-adherence to the Schedule of Implementation will attract a penalty of 1% of the Implementation Cost for per weeks delay after the timeline of 8 week subject to a maximum of 10% of the Implementation Cost	Clause stands as per RFP
41.	58	20. Order Cancellation	1) In case the selected Bidder/Vendor fails to deliver the ordered hardware, software, services and FM resources as stipulated in the delivery schedule, UCO BANK reserves the right to	We request bank to remove the mentioned clause.	Clause stands as per RFP

			<p>procure these deliverables from alternate sources at the risk, cost and responsibility of the selected Bidder/Vendor with the capping of 125% of the original quoted cost for such deliverable.</p> <p>2) If the selected Bidder/Vendor does not perform satisfactorily or delay in execution of contract, UCO Bank reserves the right to get the balance order executed by another party of its choice, in this event the selected Bidder/Vendor is bound to make good with the capping of 125% of the original quoted cost for such deliverable, which UCO Bank may have to incur in executing the balance order. This clause is applicable, if for any reason, the order is cancelled.</p> <p>3) UCO Bank reserves the right to recover any dues payable by the selected Bidder/Vendor under the contract from any amount outstanding to the credit of the selected Bidder/Vendor, including the bills and /or invoking the Performance Bank Guarantee</p>		
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			<p>under this Agreement.</p> <p>4) In case of cancellation of order, any advance payments (except payment against ATS) made by the Bank to the selected Bidder/Vendor for implementation of project, would necessarily have to be returned to the Bank. If the selected Bidder/Vendor fails to return such payment within thirty (30) days, then the selected Bidder/Vendor have to return the amount to the Bank with interest @ 15% per annum, further the selected Bidder/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. This is after repaying the original amount paid.</p> <p>5) The selected Bidder/Vendor shall be liable under this section if the contract/ purchase order has been cancelled in case the sum total of penalties and deliverables exceeds 10%oftheTCO.In case of order cancellation/termination, Bank will</p>		
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			<p>notify the selected Bidder/Vendor within Ninety (90) days' notice period inclusive of Thirty (30) days cure period before cancellation/termination of the Order/Agreement.</p> <p>However, it is clarified that the notice should specifically contain that the Ninety (90) days period for cancellation is inclusive of cure period of Thirty (30) days, if the selected Bidder/Vendor fails to cure within Thirty (30) days time the notice for cancellation will become absolute. For the sake of clarity, the period of 90 (Ninety) days will begin from the date of receipt of termination/cancellation notice in accordance with Clause no 42 (in Part-V) of this Agreement. Any other mode of communicating the termination/cancellation of the Agreement will be deemed to be invalid. The rights of the Bank enumerated above are in addition to the rights/remedies available to the Bank under the law(s) for the time being in force.</p>		
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42.	12	Eligibility Criteria No. 5	The Bidder should have experience of successfully implementation of CKYCR Application in at least any 2 Public / Private Sector Bank /Financial Institutions/ Government Organizations in India. such implementation should be working for at least 2 year.	Request Bank to consider the following clause The Bidder should have experience of successfully implementation of CKYCR Application in at least any 2 Banks/Public / Private Sector Bank /Financial Institutions/ Government Organizations in India. such implementation should be working for at least 2 year.	Clause stands as per RFP
43.	12	Eligibility Criteria No. 5 Proof of documents to be submitted	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 and Fax numbers, 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/ Under	Clause stands as per RFP

				Implementation Confirmation including names of clients with Phone and Fax numbers, E-Mail IDs etc.	
44.	49	6.1 Uptime	For every issue crossing beyond the above referred thresholds for resolution Bank shall have right to levy penalty subject to a maximum of 10% of the contract value.	Request Bank to decrease the penalty maximum of 5%	Clause stands as per RFP
45.	49	During the Implementation period	Non-adherence to the Schedule of Implementation will attract a penalty of 1% of the TCO for per weeks delay after the timeline of 8 week subject to a maximum of 10%.	Request Bank to decrease the penalty maximum of 5%	Clause stands as per RFP
46.	49	b. Other	Bank may impose penalty for delay in ATS service, if any, in delivery of services provided by the vendor. If the vendor fails to adhere with the stipulated implementation schedule and the application remains unavailable for more than 08 hours ,the Bank shall, for every working day for the issues reported by Bank, impose penalty of 1% subject to a maximum of 10% of	Request Bank to decrease the penalty maximum of 5%	Clause stands as per RFP

			<p>the quarterly ATS amount payable.</p> <p><input type="checkbox"/> Penalty for not upgrading software for proper functioning will be levied at rate of 1% of on every week or part thereof subject to a maximum of 10% of the quarterly ATS amount payable till the problem is resolved.</p> <p><input type="checkbox"/> Penalty for not capable enough to handle up to 1000 concurrent users logged in at the same time will attract penalty of 1% of the quarterly ATS amount payable on every week or part thereof subject to a maximum of 10%.</p> <p><input type="checkbox"/> In absence of the required number of manpower as per the Purchase order, Rs.300/- will be deducted for the absence of per engineer per day. Maximum penalty in this case will be 10% of the FMS cost.</p>		
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47.	50	7. Liquidated Damage	Notwithstanding Bank's right to cancel the order, liquidated damages at 1% (One percent) of the undelivered portion of the order value 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 decrease the liquidated damages maximum of 5%	Clause stands as per RFP
48.		General		Request Bank to consider the following Limitation of Liability Bidder'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 Bidder's. After expiry of warranty and provided the Client has entered into an Annual Maintenance Contract (AMC) for maintenance and support of the	Query not admissible

				<p>Software Solution, such liability will be limited to the amount of AMC fees paid to Bidder's during the calendar year of such claim. Under no circumstances shall the liability of Bidder's regardless of the nature of claim whether in contract, tort, strict liability or any other theory of liability, exceed the amount mentioned above.</p> <p>The aforesaid limitation does not apply to any liability of the Bidder's 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 Bidder's</p>	
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				<p>or its representatives causing direct loss to the Bank causing malfunctioning or non-functioning of the Software and where such claims are subjected to and decided by the court of law.</p> <p>The Bidder's 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</p>	
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				<p>and constitutes the entire obligations and liabilities of Licensor to Licensee.</p> <p>Intellectual Property Rights</p> <p>the Licensor hereby confirms that:</p> <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>the Licensee hereby states that;</p>	
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				<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 Software Solution</p>	
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				<p>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>	
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				<p>Indemnification</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 claim; and (4) the alleged infringement is not based upon use of Software Solution in a manner prohibited under this Contract, in a</p>	
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				<p>manner for which Software Solution was not designed, or in a manner not in accordance with Specifications.</p> <p>Altered Version</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>	
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49.	48	5. Payment Terms	<input type="checkbox"/> No Advance Payment will be made <input type="checkbox"/> 90% payment of order value along with applicable taxes on actual basis will be paid on go live & sign off certificate from competent authority. <input type="checkbox"/> 10 % payment will be done after three month of go-live.	Request Bank to provide advance payment of 50% on the licenses to meet the cash flow	Clause stands as per RFP
50.	10	General	Last Date and Time for receipts of tender bids, 30/03/2022 at 04:00 PM	We request Bank to give extension of the bid submission at least 2 weeks from the date pre-bid responses received from Bank	Please refer to corrigendum.
51.	37	1.2	The Bidder shall be responsible for installation, configuration, testing, implementation, customization, migration, training, onsite support ,integration, Operationalization and Maintenance of Central KYC Registry (hereinafter referred CKYCR) solution for Web Application, CKYC Scanning Utility, and CKYC Mobile apk (Android/Apple/ iOS based) for both individual and Legal Entity	Is Mobile apk and required on either or all platforms: (Android/Apple/iOS based)? Please Confirm.	Yes, Mobile apk required on all platform.

			customers		
52.	37	1.3	The Bidder is required to supply the proposed solution with required licenses, install & deploy the solution and maintain the solution at the Bank's Data center at Bangalore and Disaster Recovery (DR) at Kolkata, integrate the proposed solution with CBS (Finacle 10.x) and other ancillary banking applications as per Bank's requirement. Bidder has to maintain online data replication between DC & DR. The UAT setup shall be at Kolkata and used for the customization of any changes before movement in production.	Request bank to clarify the scope for integrating the proposed solution with other ancillary banking applications	The proposed solution should seamlessly integrated with MIS environment , Bank's SOC Application , CBS , Aadhaar Data Vault (ADV) etc.
53.	39	1.16	The support service shall be provided on 24 x 7 basis at Kolkata for ensuring proper upkeep and maintenance of the solution. Details of onsite FM support shall be provided as mentioned in Facility Management Scope. Minimum	Request bank to change the scope of support service on 16 x 6 basis at Kolkata	Please refer to corrigendum

			Wage Clause and other regulations should be followed in the FM services.		
54.	39	1.18	The Bidder shall ensure that services of professionally qualified personnel who have expertise in the software/application supplied, with a minimum of 1(one) year relevant experience and is to be stationed at Kolkata for providing support and maintenance of the software/application.	Request Bank to change the scope of services to "professionally qualified personnel with a minimum of 1(one) year relevant experience and is to be stationed at Kolkata for providing support and maintenance of the software/application"	Clause stands as per RFP.
55.	39	PART – IV: SCOPE OF WORK	16. The support service shall be provided on 24 x 7 basis at Kolkata for ensuring proper upkeep and maintenance of the solution. Details of onsite FM support shall be provided as mentioned in Facility Management Scope. Minimum Wage Clause and other regulations should be followed in the FM services.	Is bank required 24 x 7 Support or Business days during 10:00 to 19:00 Hours to the Bank? Kindly confirm.	Please refer corrigendum.

56.	40	1.24	The proposed solution should be capable of conducting De-duping of customer at the time of boarding	Request bank to clarify Will Bank provide a unique Customer identifier?	Deduping should be implemented on the basis of Officially valid documents (OVDs) having multiple customer Ids. Details will be shared with the selected bidder.
				Is the Deduping expected based on the Customer ID?	
57.	40	1.26	The proposed solution should be capable of using existing scanners/PCs/Desktops available at branches and should be capable of uploading or downloading of data/document easily from remote branches having variable bandwidth over VSAT	Request bank to share scanners type, make and model available at branches	Bank is using standard A4 Scanner of HP/Canon , High Speed Scanner Fujitsu SP1130N and Canon DR-C230 at different Branches.
58.	40	1.27	The Application must be scalable initially for a minimum of 25,000 customers per day and going forward without any limitation to accommodate new branches/offices /software's/use and also for handling bulk volumes	Request bank to share the total volume of legacy data for bulk handling.	The Application must be capable of handling a minimum of 25,000 customers per day and the applications should be capable of processing 50,000 customers per day.

			of legacy data.		Legacy DB Size approx. 700 GB and App Data approx. 2 TB.
59.	41	1.31	Bidder will ensure that, the application should work on particular enterprise grade database i.e. Oracle EULA license only (provided by bank) and Operating System (OS) i.e. Windows Server 2016 (Standard)/ Windows Server 2019 (Standard/Datacenter).	Request bank to change the scope for the application to work on database platform SQL Server as well.	Bank already has ULA with ORACLE. However, for TCO calculation/comparison purpose bidder has to quote ORACLE license price along with ATS price under database line item of commercial bid format for ORACLE based CKYC application. It is discretionary of the Bank that Bank may or may not place the order , Bank may exclude ORACLE & its ATS at the time of placement of order. In case if the bidder is not quoting/getting the oracle DB which is available with the Bank, The Bank will load the cost of Oracle DB for TCO calculation purpose.

60.	43	PART – IV: SCOPE OF WORK	HARDWARE, SOFTWARE, TOOLS AND RESOURCE REQUIREMENT - The database should be installed in VM (Virtual Machine) environment under shared mode which will provided by the Bank.	As per our understanding bank will provide hardware, third party application like OS, Database application, etc. which is required to run the CKYC Application. Please Clarify. - Which Database will be provide by the bank?	It is clarified that Bank will provide hardware, third party application like OS, oracle Database application, etc. which is required to run the CKYC Application.
61.	46	2. Timeline for Project Implementation	Delivery of solution along with Software Licenses , System Configuration , Installation, Customizations , integration with Bank's applications and porting on Production environment 4 weeks from date of Purchase order (PO)	We request Bank to increase the time line from 4 weeks to 8 weeks from date of Purchase order (PO)	Clause Stands as per RFP
62.	46	2. Timeline for Project Implementation	Use Acceptance Test (UAT) 2 weeks from the date of delivery and implementation /6 weeks from date of Purchase order (PO)	We request bank to relax this clause as, 3 weeks from the date of delivery and implementation /11 weeks from date of Purchase order (PO)	Clause Stands as per RFP

63.	46	2. Timeline for Project Implementation	Pilot implementation 2 weeks from the date of UAT/8 weeks from date of Purchase order (PO)	We request Bank to increase the timeline as, 3 weeks from the date of UAT/14 weeks from date of Purchase order (PO)	Clause Stands as per RFP
64.	46	2. Timeline for Project Implementation	Go Live 4 weeks from the date of Pilot implementation /12 weeks from date of Purchase order (PO)	We request bank to relax this clause as, 4 weeks from the date of Pilot implementation /18 weeks from date of Purchase order (PO)	Clause Stands as per RFP
65.	48	5. Payment Terms	For licenses- · No Advance Payment will be made · 90% payment of order value along with applicable taxes on actual basis will be paid on go live & sign off certificate from competent authority. · 10 % payment will be done after three month of go-live. For ATS - ATS for application shall be paid in quarterly arrear basis. FM Services- Payment for FM services will be	Request to amend the payment term and may be - 10% Mobilization Advance Payment. - 30% on UAT - 30% on Pilot Implementation - 25% on Go-Live - 5 % payment after three month of go-live. For ATS - ATS for application shall be paid in Yearly Advance at the start of	Clause Stands as per RFP

			paid in quarterly arrear basis.	the ATS Start Year. FM Services- Payment for FM services will be paid in Monthly arrear basis.	
66.	76	General details of the Bidder	Net Profit (Profit After Tax)	Considering the pandemic crisis and related concerns, We request bank to consider Net Profit (Profit Before Tax) for the last three financial years i.e. 2018-19, 2019- 20 & 2020-21.	Clause stands as per RFP . However , it is also clarified that general detail is not the part of eligibility it is only informative purpose.
67.	118	Annexure-XIX - Commercial Bid	Table C: FACILITY MANAGEMENT	As per our understanding rate will be quoted without GST. Please Clarify	TCO will be calculated exclusive GST.
68.	118	Annexure-XIX - Commercial Bid	Facility Management charges 1st year	Is rate quoted by the bidder for 24 x 7 Support or Business days during 10:00 to 19:00 Hours to the Bank? Kindly Confirm.	Please refer to corrigendum

69.				Request Bank to provide number of Onsite Support Resource required by bank.	Minimum one onsite Support resource is required.
70.	111	13	Separate Mobile Application (APK) to be implemented (both for Individual and Legal Entity Customers) by the vendor which should be able to do the below activities:	Our solution can be accessed on browser on the Mobile phones Request to consider this option.	Clause stands as per RFP.
71.	37	2	The Bidder shall be responsible for installation, configuration, testing, implementation, customization, migration, training, onsite support, integration, Operationalization and Maintenance of Central KYC Registry (hereinafter referred CKYCR) solution for Web Application, CKYC Scanning Utility, and CKYC Mobile apk (Android/Apple/iOS based) for both individual and Legal Entity customers.	Please elaborate this requirement. Is this must have feature. Our application is the web-based application that will handle CKYC process through complete automation	Requirement stands as per RFP clause.

72.	39	16	The support service shall be provided on 24 x 7 basis at Kolkata for ensuring proper up keep and maintenance of the solution. Details of onsite FM support shall be provided as mentioned in Facility Management Scope. Minimum Wage Clause and other regulations should be followed in the FM services.	How many resources are expected?	Minimum One onsite Support resource is required.
73.	38	10	The reporting and logging system of the proposed solution shall integrate seamlessly with existing SIEM Solution. As required by Bank the Bidder shall provide all the required information and data for integrating with SIEM Solution.	What kind of Integration is expected with SEIM system. Is it mandatory or good to integrate.	SIEM (Security Information and Event Management) solution will monitor the CKYC server activities (like login activities, OS related activities, IP accessing the server etc.)
74.	40	25	The proposed solution should be capable of generating all the regulatory/statutory reports in the required format. During the contract period Bank may ask for additional 100 reports which are to be provided without any additional cost to the Bank.	We have more than 70+ reports in our system Incasse the reports are custom and specific to bank, then custom charges will be applicable. Request, Please accept the same.	Please refer to corrigendum

75.	41	31	Bidder will ensure that, the application should work on particular enterprise grade database i.e. Oracle EULA license only (provided by bank) and Operating System (OS) i.e. Windows Server 2016 (Standard)/ Windows Server 2019 (Standard/ Data Centre).	<p>Our solution supports only Windows operating system.</p> <p>Our application uses MS SQL as database but supports Database integration with Oracle.</p> <p>We have done integration with other banks using oracle as database.</p> <p>Request bank to consider this point</p>	Please refer pre-bid response point no .59
76.	43	Hardware detail	The required hardware will be provided by bank. The details of Hardware as under	Can the infra be increased up as per requirement based on the volume of the customer.	Storage will be provided as per requirement.
77.	43	Migration services- E	Bidder must provide a solution for the data retrieval of the old data to the Bank.	Is the old data and new data expected to be in same system or another setup will be provided to handle old data .	Existing data to be migrated to new application

78.	107	Annexure – XVII Sr.No 1	User Registration option should be provided on Application Login Page both for Individual and Legal Entity Customers. All the user registration requested by Branches/Offices should come under Admin Panel. On approving the registration request by the Admin Office, confirmation mail should be sent to the concerned Branches/Offices	Is application expected to integrate with User management System the bank for creating roles and privileges in the application. Please give more clarification	Clause is self explanatory.
79.	107	Annexure – XVII Sr.No 2. B	b) The same process should be done for all the legacy data too	What is the count of Legacy records for individual and legal entity.	DB Size approx. 700 GB and App Data approx. 3 TB.
80.	107	Annexure – XVII Sr.No 3.	Along with other fields Mobile number and account number to be display on rejected Report.	Please elaborate.	If any Customer ID rejected at any stage then rejected report should contain Mobile number and Account number fields along with other required fields.
81.	107	Annexure – XVII Sr.No 4.	Day End restriction should be automated on real time basis for pending activities on daily basis	Please elaborate	For CKYC pendency data, day end in CBS should be restricted for the Branches on real time basis. CBS Day end should be restricted on

					the basis of CKYC record status such as Pending Image Upload, Failed/Rejected records etc. and this status should be automatically integrated and reflected in CBS on real time basis for restricting/relaxing the day end of the branches.
82.	108	Annexure – XVII Sr.No 5.	Deletion and Un-deletion option: Deletion and Un-deletion option should be provided by the proposed solution. In case of undelete of any particular Customer ID, latest data from CBS to be pulled and reprocessed again for CKYC ID generation	What is the purpose of deleting the records in application.	Clause is self-explanatory. Further it is clarified that Customers which are deleted from CBS should also be deleted from CKYC Application.
83.	108	Annexure – XVII Sr.No 8.	Reimport Date and Reimported By (User ID): For rejected data Reimport Date and Reimported By fields should be displayed on rejected report	Please elaborate	For rejected Customer IDs, after rectification, latest data to be pulled from CBS. So the last data pulling date i.e. reimported date and reimport request made by User ID should be displayed in Rejected Report.

84.	108	Annexure – XVII Sr.No 9.	Download Section: Download Section should be provided by the proposed solution. Files to be uploaded into the Download Section by Admin Office and the same will be downloaded by the Branches/Offices.	Please Elaborate	Different type of files /documents/guidelines regarding CKYC Application to be uploaded by Admin user , which can be downloaded by Branch Users.
85.	109	Annexure – XVII Sr.No 12	CKYC Documents uploaded by CKYC Mobile APK	We have only scanning utility available in our system. If mobile application mandatory to have or good to have?	Bidder may provide either common / individual Mobile apk for both Individual and Legal Entity Customers.



Department of Information Technology

Selection of Vendor for Implementation of Centralized KYC (CKYC) Registry Application including required Software & Facility Management Services . RFP Ref. No.UCO/DIT/4328/2021-22 Date: 03.03.2022

Amendments, Addendums and Corrigendum uploaded on 02.04.2022

Sl. No	RFP Clause	Existing Clause	Modified Clause
1.	Eligibility Criteria, Point no.6	The bidder / Authorized Representative must have support offices in major cities in India including Bangalore and Kolkata (either their own office or franchise office)	The eligibility clause stands deleted. However, it is clarified that the bidder/its representative should be available and extend technical support either directly or through FM engineer available at site within 30 min of the problem reported during business hours and within 4 hours if it is reported during non-business hours.
2.	PART – IV. SCOPE OF WORK 6	The proposed solution should seamlessly integrate with other banking products/systems like Document management System (DMS), Loan Application processing system (LAPS), Loan Processing System (LPS), Aadhaar Data Vault (ADV), Business Correspondent ,Business facilitator (BC/BF) , other third party solutions (NSDL,CDSL,UIDAI etc.) and should support automated integration with the above applications.	<p>The proposed solution to be integrated with CBS, Aadhaar Data Vault (ADV), MIS(reporting purpose) , SOC(monitored purpose).</p> <p>The system should have provision to link with LPS,E-banking, M-banking & DMS.</p>

3.	PART – IV. SCOPE OF WORK 16	The support service shall be provided on 24 x 7 basis at Kolkata for ensuring Proper upkeep and maintenance of the solution.	The support service shall be provided on all working days between 09:00 to 19:00 Hours at Kolkata((i.e. however in case of exigency the Bidder shall provide and maintain requisite skilled resources for extended hours/holidays required)
4.	PART – IV. SCOPE OF WORK 25	During the contract period Bank may ask for additional 100 reports which are to be provided without any additional cost to the Bank	“After signoff of the project, additional 20 reports may be asked by the Bank. Beyond 20 reports, customization for any additional reports may be considered as Change Request (CR)”.
5.	PART – IV. SCOPE OF WORK 33	The proposed solution should have the ability to delete or modify or remove the configured workflows, if they become redundant or obsolete as per bank's requirement and there should be sufficient logs for every action. The activities of every user in workflow should be logged by the system automatically for each record and the same should be maintained. Report should be generated for each unsuccessful login attempt.	Workflows should be customizable as per banks' need. Every customization configuration needs to be logged and a history of workflow configuration must be maintained for auditing purposes. The activities of every user in workflow should be logged by the system automatically for each record and the same should be maintained. Report should be generated for each unsuccessful login attempt
6.	44, Facility Management Services	The FM support should be deployed at Bank's premises, for supporting the solution for 09:00 to 19:00 Hours (i.e. however in case of exigency the Bidder shall provide and maintain requisite skilled resources for extended hours as required.	FM support should be deployed at Bank's premises, for supporting the solution on all working days between 09:00 to 19:00 Hours (i.e. however in case of exigency the Bidder shall provide and maintain requisite skilled resources for extended hours/holidays as required.)

Revised Masked Commercial Bid
(To be submitted with technical Bid)

Table A: Software with 1 year ATS support

Sl. No.	Description	Qty. (A)	Unit Price (B)	GST % & Amount (C)	Total Cost without GST D=A*B
1	Enterprise wide Software Solution – CKYCR Licenses(Perpetual Licenses)		XXXX	XXXX	XXXX
2	Any other licensed software, if required (please indicate separately)*		XXXX	XXXX	XXXX
3	One time implementation Cost Implementation of CKYC solution for UCO Bank Branches (Supply, installation, configuration, commissioning of software including UAT at DC and DR)		XXXX	XXXX	XXXX
4.	Any other Cost, if any		XXXX	XXXX	XXXX
	Total Cost for Table A (in Word)				XXXX
	Total Cost for Table A (in Figure)				XXXX

*Note: Bank already has ULA with ORACLE. However, for TCO calculation/comparison purpose bidder has to quote ORACLE license price along with ATS price under database line item of commercial bid format for ORACLE

based CKYC application. It is discretionary of the Bank that Bank may or may not place the order, Bank may exclude ORACLE & its ATS at the time of placement of order. In case if the bidder is not quoting/getting the oracle DB which is available with the Bank, The Bank will load the cost of Oracle DB for TCO calculation purpose.

Table B- ATS for 4 years after expiry of 1st Year ATS

	Qty. (A)	Unit Price (B)	GST % & Amount (C)	Total Cost without GST (D = A x B)
Annual Technical Support Fees for second year		XXXX	XXXX	XXXX
Annual Technical Support Fees for Third year		XXXX	XXXX	XXXX
Annual Technical Support fees for Fourth year		XXXX	XXXX	XXXX
Annual Technical Support fees for Fifth year		XXXX	XXXX	XXXX
Total Cost for Table-B (in Word)				XXXX
Total Cost for Table-B (in Figure)				XXXX

Table C: FACILITY MANAGEMENT

Description	Total Cost
Facility Management charges 1 st year	XXXX
Facility Management charges 2 nd year	XXXX
Facility Management charges 3 rd year	XXXX
Facility Management charges 4 th year	XXXX
Facility Management charges 5 th year	XXXX
Total Cost for Table-C (in Word)	XXXX
Total Cost for Table-C(in Figure)	XXXX

TABLE – D* Miscellaneous charges

Sl. No	Item Description	No. of Batches (A)	Training cost per Batch (B)	GST % & amount(C)	Total Cost (without GST),(D=A*B)
1	Cost of Technical /Operational training to Bank staff at Bank Site	5	XXXX	XXXX	XXXX
Total Cost for Table-D (in Word)					XXXX
Total Cost for Table-D(in Figure)					XXXX

TABLE – E* Change Request Cost

Sl. N	Item Description	Per man days (A)	Man days cost(B)	GST % & amount(C)	Total Cost (without GST) (D=AxB)
1	Change request (CR) cost	XXXX	20	XXXX	XXXX
Total Cost for Table-E (in Word)					XXXX
Total Cost for Table-E(in Figure)					XXXX

TABLE – F *Total Cost of Ownership

Sl. No	Description	Total Amount (Without GST)
1.	Table A	XXXX
2.	Table B	XXXX
3.	Table C	XXXX
4.	Table D	XXXX

5.	Table E	XXXX
TCO (Table A + Table B + Table C + Table D+ Table E) { in figure)		XXXX
TCO (Table A + Table B + Table C + Table D + Table E) { in words)		XXXX

- We hereby confirm that quotes mentioned in this commercial bid is strictly as per the format in RFP.
- We also confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO, the Bank will have the right to rectify the same as mentioned in the commercial evaluation process clause no. 2.3 and it will be binding upon our company.
- We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
- We have not added or modified any clauses / statements / recordings / declarations in the commercial offer, which is conditional and / or qualified or subjected to suggestions, which contain any deviation in terms & conditions or any specification.
- We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected
- For TCO purpose 20 man days will be calculated.

Company Seal

Authorized Signatory

Date

Name & Designation:

Note:

- In case of discrepancy between figures and words, the amount in words shall prevail.
- Present Rate of tax, if applicable, should be quoted in respective columns. The Bank will pay the applicable taxes for the above mentioned tax type ruling at the time of actual delivery of service/implementation and resultant billing. However, no other tax type will be paid. The Octroi / Entry Tax will be paid extra, wherever applicable on submission of actual tax receipt.
- Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.

- 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.
- All prices should be quoted in **Indian Rupees (INR)** only.
- The TCO (Total Cost of Ownership) will be exclusive of GST. However the GST and other applicable taxes will be paid as per actuals at the time of resultant billing.
- **Bank will not communicate with OEM / OSD for any queries.**
- The quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order.

Annexure – XIX

Commercial Bid

Table A: Software with 1 year ATS support

Sl. No.	Description	Qty. (A)	Unit Price (B)	GST % & Amount (C)	Total Cost without GST D=A*B
1	Enterprise wide Software Solution – CKYCR Licenses(Perpetual Licenses)				
2	Any other licensed software, if required (please indicate separately)*				
3	One time implementation Cost Implementation of CKYC solution for UCO Bank Branches (Supply, installation, configuration, commissioning of software including UAT at DC and DR)				
4.	Any other Cost, if any				
	Total Cost for Table A (in Word)				
	Total Cost for Table A (in Figure)				

*Note: Bank already has ULA with ORACLE. However, for TCO calculation/comparison purpose bidder has to quote ORACLE license price along

with ATS price under database line item of commercial bid format for ORACLE based CKYC application. It is discretionary of the Bank that Bank may or may not place the order, Bank may exclude ORACLE & its ATS at the time of placement of order. In case if the bidder is not quoting/getting the oracle DB which is available with the Bank, The Bank will load the cost of Oracle DB for TCO calculation purpose.

Table B- ATS for 4 years after expiry of 1st Year ATS

	Qty. (A)	Unit Price (B)	GST % & Amount (C)	Total Cost without GST (D = A x B)
Annual Technical Support Fees for second year				
Annual Technical Support Fees for Third year				
Annual Technical Support fees for Fourth year				
Annual Technical Support fees for Fifth year				
Total Cost for Table-B (in Word)				
Total Cost for Table-B (in Figure)				

Table C: FACILITY MANAGEMENT

Description	Total Cost
Facility Management charges 1 st year	
Facility Management charges 2 nd year	
Facility Management charges 3 rd year	
Facility Management charges 4 th year	
Facility Management charges 5 th year	
Total Cost for Table-C (in Word)	
Total Cost for Table-C(in Figure)	

TABLE – D* Miscellaneous charges

Sl. No	Item Description	No. of Batches (A)	Training cost per Batch (B)	GST % & amount(C)	Total Cost (without GST),(D=A*B)
1	Cost of Technical /Operational training to Bank staff at Bank Site	5			
Total Cost for Table-D (in Word)					
Total Cost for Table-D(in Figure)					

TABLE – E* Change Request Cost

Sl. N	Item Description	Per man days (A)	Man days cost(B)	GST % & amount(C)	Total Cost (without GST) (D=AxB)
1	Change request (CR) cost		20		
	Total Cost for Table-E (in Word)				
	Total Cost for Table-E(in Figure)				

TABLE – F *Total Cost of Ownership

Sl. No	Description	Total Amount (Without GST)
1.	Table A	
2.	Table B	
3.	Table C	
4.	Table D	
5.	Table E	
TCO (Table A + Table B + Table C + Table D+ Table E) { in figure)		
TCO (Table A + Table B + Table C + Table D + Table E) { in words)		

- We hereby confirm that quotes mentioned in this commercial bid is strictly as per the format in RFP.

- We also confirm that the above mentioned rates are accurate. In case of any anomalies in the calculation for arriving at TCO, the Bank will have the right to rectify the same as mentioned in the commercial evaluation process clause no. 2.3 and it will be binding upon our company.
- We have ensured that the price information is filled in the Commercial Offer at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
- We have not added or modified any clauses / statements / recordings / declarations in the commercial offer, which is conditional and / or qualified or subjected to suggestions, which contain any deviation in terms & conditions or any specification.
- We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected
- For TCO purpose 20 man days will be calculated.

Company Seal

Authorized Signatory

Date

Name & Designation:

Note:

- In case of discrepancy between figures and words, the amount in words shall prevail.
- Present Rate of tax, if applicable, should be quoted in respective columns. The Bank will pay the applicable taxes for the above mentioned tax type ruling at the time of actual delivery of service/implementation and resultant billing. However, no other tax type will be paid. The Octroi / Entry Tax will be paid extra, wherever applicable on submission of actual tax receipt.
- Bank has discretion to keep any of the line item mentioned above as optional as per Bank's requirement.
- 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.
- All prices should be quoted in **Indian Rupees (INR)** only.

- The TCO (Total Cost of Ownership) will be exclusive of GST. However the GST and other applicable taxes will be paid as per actuals at the time of resultant billing.
- **Bank will not communicate with OEM / OSD for any queries.**
- The quantity mentioned above is only indicative and may change at the time of issuance of Purchase Order.



NOTICE TO THE BIDDERS

Date-02-04-2022

Subject: Extension of Bid Submission date in respect of Request for Proposal (RFP) for Selection of Vendor for Implementation of Centralized KYC (CKYC) Registry Application including required Software & Facility Management Services .RFP Ref. No.UCO/DIT/4328/2021-22 Date: 03.03.2022

The last date for submission of bid documents for "Selection of Vendor for Implementation of Centralized KYC (CKYC) Registry Application including required Software & Facility Management Services" which was scheduled on **08.04.2022** is hereby extended up to **13.04.2022 (4:00 P.M.)**. Eligibility & Technical bids will be opened on **13.04.2022** at **4:30 P.M.**

All other terms and conditions of the above RFP will remain unchanged.

Department Of Information Technology

Head Office- Kolkata