



**UCO BANK**

**Department of Information Technology**

**Request for Proposal (RFP) For Supply, Installation,  
Implementation, Post- Implementation Onsite Support of  
End-to-End Comprehensive & Integrated Global Treasury  
Management Solution (CIGTMS)**

**RFP Ref. No: UCO/DIT/774/2022-23 Date: 18/06/2022**

**Second Pre-Bid Responses/ Amendments/Addendums/ Corrigendum's**

| Sr. No. | RFP Page No                       | Original RFP Clause   | Description  | Query sought/Suggestions of the Bidder   | Bank's Final Response   |
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| 1       | Annexure XIX- Commercial Template | Commercial template - Implementation Tab, Installation and Commission Tab | Details asked for Man- days; Man - day rate for OEM and Bidders respectively   | Bidder request to provide Commercial in absolute amount and not giving Break Up of Man day effort and rate respectively since this is Fixed Price Bid where the Bidder will be down selected based on Techno Commercial evaluation where TCO will be measured for scoring and determining L1, L2 price. However bank may ask man-day rate for any future Change Request.   | 1000 Mandays Effort Cost refers to Additional Customization Effort - The Bidder has to provide the man-days rate applicable across the contract period . The Bidder has to provide pro-rata cost for any additional customization that the bank may or may not undertake. |
| 2       | 76                                | Part IV, Scope of Work --> 2.28   | The ATS support for Solution should include the following: i. Enhancement, modifications, customization, patches, upgrades due to statutory, regulatory, industry, changes will be provided at no additional cost to the Bank. However, only major version upgrades, if required by the Bank will be undertaken as per mutually agreed terms and conditions and cost. ii. Program updates, patches, fixes and critical security alerts | Any enhancements, modifications, customization, patches, upgrades due to statutory, regulatory, industry, or interface changes will need to be mutually agreed. It is not possible to assess future change requirements at this stage which makes it impossible to assess effort and cost. Changes can be best handled as and when needed as the quantum and complexity of change will be known which will facilitate right assessment of timeline and effort. Also, some bidders may not factor in full cost for optional items which makes it difficult to have comparison of equals | Bidder needs to assess the effort and factor the cost under commercial bill of material. Under the corrigendum and clarification published on 11.08.2022 in continuation of the published RFP, Bank has already mentioned for selected functional                         |

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|   |    |               | <p>as required iii. Documentation updates iv. Support for application related malfunctions as defined in SLAs and ability to log requests online. v. The OEM must conform to a response time aligned to service levels defined in section Service Level Availability and Monitoring.</p> |  | <p>items against which separate commercial shall be asked for as and when required by Bank. Otherwise, clause stands as per RFP and subsequent corrigendum and clarification.</p> |
| 3 | 47 | Part IV - 1.2 | <p>Incorporate changes in the system arising on impact of amendments to regulator's direction at no additional cost and well within timeline stipulated by the regulator</p>   |  | <p>Bidder needs to assess the effort and factor the cost under commercial bill of material. Hence, Clause stands as per RFP and subsequent corrigendum and clarification.</p>     |

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| 4 | Annexure XVII, | Annexure 9.8 -<br>-> 9.8.1 | <p>Interfacing Requirement : The Bidder is required to meet all the Interface requirements as laid out in the below section. Notwithstanding any grouping that has been mentioned, the Bidder should facilitate sharing of information/data from the Treasury to the existing applications of the Bank like CBS, all internal applications and external application for treasury related operations. For any interfaces/integration requirements necessary for the functioning of the proposed application, should be factored by the Bidder. Bidder should gather all the interface requirements (as listed in Interfacing Requirements) and prepare list of interfaces to be implemented. Any suggestions from the Bank or any interface needs to be implemented during the contract period will have to be included by the Bidder. The Bidder will be responsible for developing, testing and maintaining the components/interfaces. The Bidder must ensure that all</p> | <p>The list of interfaces has already mentioned in the RFP. So, Bidder needs to assess the effort and factor the cost under commercial bill of material. Hence, Clause stands as per RFP and subsequent corrigendum and clarification.</p> |
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|   |    |                | interfaces are automated with no manual intervention and facilitate Straight through Processing (STP).  |  |  |
| 5 | 64 | Clause 7       | Any suggestions from the Bank in consonance with regulatory authority of India, Hongkong, Singapore, RBI, MAS, HKMA and Bank's CISO will have to be included by the Bidder without any additional cost. |  | Bidder needs to assess the effort and factor the cost under commercial bill of material. Hence, Clause stands as per RFP and subsequent corrigendum and clarification. |
| 6 | 83 | Part IV - 2.31 | The scope of work mentioned is illustrative and not exhaustive. The bidder needs to comply with Bank's  |  | Bidder needs to assess the effort and factor the cost under commercial   |

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|   |    |                      | requirements and any statutory or regulatory guidelines   |  | bill of material. Hence, Clause stands as per RFP and subsequent corrigendum and clarification.  |
| 7 | 54 | Part IV - 2.5 (4)    | Bidder is expected to customize all gaps observed in the solution during Functional RFP, Product Demo, Current Systems Study, Training, UAT, Business Requirement Definition ('BRD') subsequent roll out for all the proposed solutions. The Bidder also needs to provide all statutory reports as required by the regulatory institutions. Bank will not pay any additional customization costs either for gaps observed for the above and/or regulatory and statutory reports as required by the Bank |  | Bidder needs to assess the effort and factor the cost under commercial bill of material. Hence, Clause stands as per RFP and subsequent corrigendum and clarification. |
| 8 |    | Corrigendum point 27 | Bank reserves the right to increase or decrease the number of seats at L2 helpdesk depending on its requirements at the Bank. The Bank also reserves the right to change the locations of helpdesks at its discretion   |  | Clause stands as per RFP and subsequent corrigendum & clarification.   |

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| 9  | 38 | Clause 21                                      | 22) If there is any core banking system upgrade, then it is vendor's responsibility to ensure that the integration with the core banking system is provided without affecting the normal course of business without any additional cost.       |  | Bidder needs to assess the effort and factor the cost under commercial bill of material. Hence, Clause stands as per RFP and subsequent corrigendum and clarification.  |
| 10 | 40 | Clause 1.2.3<br><br>Pre-bid clarification # 54 | Liaison with existing Bank vendors/OEMs<br><br>For any change in the existing application Bank will borne the cost   | Pre bid clarification in # 42 is not in line with clarification # 54 | Please refer to corrigendum   |
| 11 |    | Clause 1.3                                     | The bidder shall ensure seamless integration of the proposed solutions with other existing applications/utilities, network, security, platform and storage infrastructure in the Bank's Data Center, Near Site and Disaster Recovery Site etc. | PI clarify if near site is applicable                                | The bidder shall ensure seamless integration of the proposed solutions with other existing applications/utilities, network, security, platform and storage infrastructure in the Bank's Data Center and Disaster Recovery Site etc. |

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| 12 | Annexure XVII<br><br>Clarification # 77 | Annexure 9.8-->9.8.1.10<br><br>The system asked in the RFP will be limited to the treasury. This integration requirement will be a future requirement when bank will have ALM and FTP system in place. | ALM from OFSAA & FTP System used by Bank | Please clarify we don't need to provide enterprise ALM, risk management solution. Only integration with ALM solution in bank, when implemented, is expected | It is clarified that at present Bank does not have any ALM & Risk Management solution. So there is no question of integration with existing ALM & Risk Management Solution. However, Some of the multi entity risk management functionalities of Mid Office team, related to Market Risk and ALM, are required to run the Mid office smoothly. These functionalities are broadly mentioned in detail under Annexure XVII Tab 9.6, Tab 9.7, Tab 9.11 and as mentioned under clause 2.9, page 58 of the RFP document. Out of those, some of those functionalities, |
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|    |     |  |   |  | exclusively mentioned under Annexure XVII Tab 9.11 and if any under Tab 9.6 and Tab 9.7, are related to Market Risk & ALM which Bidder needs to provide either as part of Treasury Solution or bidder can proposed some plugin solution which will be tightly integrated with Proposed treasury solution to achieve these functionalities. |
| 13 | 115 | Part IV - 2.33.2.7 Roles and Responsibility of L1 and L2 Treasury application resources<br><br>Clarification # 230 | Level 3: Provide version upgrades / version migration<br><br>L3 support as mentioned in the RFP is the OEM support so there I no change in the clause | In corrigendum, support resources list doesn't have L3 | The number of resources asked are the minimum resources which bidder needs to deploy onsite. Bidder need to right size the number / level of resources which are required by the bidder to meet the scope and SLA of the RFP. These  |

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|    |  |  |  |  | minimum number of resources are mandatory. |
| 14 |  | 9.1.11.11.k<br>clarification #<br>268  | <p>SPPI Testing (with template containing details which inter-alia includes details of conversion of securities, call put option details etc.)</p> <p>This pertains to IFRS9 accounting and RBI rules of HTM and may be parked for implementing the same in future. It should be made applicable and available as per the regulatory approval for implementing the same without any additional cost.</p> | IFRS9 is enterprise wide implementation for all assets, liabilities including treasury. Please delete this requirement for treasury solution | Please refer to corrigendum                |
| 15 |  | Annexure 9.1<br>Clarification #<br>353 | <p>9.1.11.11.2 Business Model Testing and Validation</p> <p>The overall model will be as usual applicable for any Banking institutions available in India following all regulatory compliance and the same has to be validated in terms of following proper</p>  |  | Please refer to corrigendum                |

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|    |    |   | compliance for desired solutions. Further, as the same is dependent on IFRS9 and new rules of RBI for HTM, hence the same is required.   |  |   |
| 16 |    | Annex XVII -<br>9.2.9.9.<br>9.2.9.10  | Proposed Solution perform Data calculation for NSFR as related to Treasury portfolio<br>Proposed Solution perform Data calculation for LCR as related to Treasury portfolio  | LCR and NSFR is calculated at bank level in ALM system. There is no point building LCR, NSFR capability only on treasury portfolio. We request to please delete these requirements | Please refer to corrigendum   |
| 17 | 37 | Part – IV:<br>Scope of Work<br>1. Broad Scope of Work<br><br>Clarification #<br>337 | 5) The CIGTMS solution should support encryption and digital signature feature.<br><br>The CIGTMS Solution should have capability to generate Digitally signed / Encrypted MIS in any format i.e. csv, xls, XML, pdf. etc.<br><br>Digital Signature of the Bank employee can be used for the signature on the report while encryption / decryption facility may be required of Swift message | Digital signature requirement deleted in corrigendum point 39. Clarification no. 337 not matching with that  | Under RFP document of page 37, srl 12 was deleted as mentioned in corrigendum and clarification no. 337 was provided for RFP document under page 37, srl 5. |

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| 18 |  | Corrigendum                                      | Min. resources needed during sustenance phase  | With 24x7x365 need, actual no. of resources will be more than three for example in case of 1 resource needed in three shifts. We request to please change 1 resource three shifts 24x7 equal to total no. of resources 5 instead of 3, considering 168 hours in week and shift adjustments | The number of resources asked are the minimum resources which bidder needs to deploy onsite. Bidder need to right size the number / level of resources which are required by the bidder to meet the scope and SLA of the RFP. These minimum numbe of resources are mandatory. |
| 19 |  | 2.22.1 Testing Scope - Corrigendum point 20      | Agency needs to provide test cases to Bank (at least 5000 ) mix of positive and negative and take approval from Bank on the same. Bank will review the same and can add more test cases to the list                                      | We request to please delete open clause on bank adding more test cases   | Please refer to corrigendum   |
| 20 |  | 2.8 Nostro Reconciliation - Corrigendum point 29 | Bank is already having a Nostro recon solution from Ameya Infovision. Bidder needs to integrate the proposed treasury Solution with the bank's existing solution. However, all the Nostro Entries needs to made in the Treasury solution | Treasury system has nostro entries related to treasury transactions. Non-treasury nostro entries can be posted in CBS and interfaced with existing nostro recon. solution. We request to please delete last line in this clause  | It is clarified that all kind of NOSTRO entries needs to be captured in Proposed Treasury Solution.   |

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| 21 | Annexure XVII<br>- Corrigendum<br>point 43 | ALM & FTP System used by<br>Bank | Point 9.8.1.10 is about interface. This clarification means treasury system is to be integrated with ALM - FTP system of bank which means ALM system is not in scope of this bid. However, annex XVIII, XIX mention ALM and market risk management against which commercial is to be given. We request to please delete this item from annex XVIII, XIX. | It is clarified that at present Bank does not have any ALM & Risk Management solution. So there is no question of integration with existing ALM & Risk Management Solution. However, Some of the multi entity risk management functionalities of Mid Office team, related to Market Risk and ALM, are required to run the Mid office smoothly. These functionalities are broadly mentioned in detail under Annexure XVII Tab 9.6, Tab 9.7, Tab 9.11 and as mentioned under clause 2.9, page 58 of the RFP document. Out of those, some of those functionalities, |
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|    |  |  |                               |  | exclusively mentioned under Annexure XVII Tab 9.11 and if any under Tab 9.6 and Tab 9.7, are related to Market Risk & ALM which Bidder needs to provide either as part of Treasury Solution or bidder can proposed some plugin solution which will be tightly integrated with Proposed treasury solution to achieve these functionalities. |
| 22 |  | 1.1 Project Phase - Corrigendum point 48 | Phase 2: - Sustenance support | Phase 2 is defined in implementation schedule sec of corrigendum. We request to please delete this clause in corrigendum point 48 to avoid confusion | According to the revised Schedule of Implementation, mentioned under corrigendum of Treasury RFP, it is further clarified that both Phase-1 and Phase-2 has to be completed within 15 months from the date of issuance of work   |

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|    |  |                                       |  |  | order. The project phase as mentioned under RFP document page no 39 has been clarified under corrigendum point 48. |
| 23 |  | 2.32 OEM scope - Corrigendum point 49 | Bidder needs to ensure that OEM efforts are factored in the Annexure XXI and it should not be less than 20% of the overall bidder efforts for CIGTMS   | Annex XXI doesn't have OEM effort. Please check at your end and clarify if it should be annex XVIII, XIX (commercial templates). We also request you to keep OEM effort to 10% as in original RFP. Bank has now clarified the scope of OEM for the bidder who are qualifying the the RFP based on their credentials and experirnces and same will be adhered to. | Please refer to corrigendum  |
| 24 |  | Corrigendum point 54                  | third-party agency for Review of Configurations, Audit and Model Set-up should be CERT-in emplanned and should have experience of doing IS audit/ VAPT for a scheduled commercial bank in India Having more than 500 branches in India | Availability of agencies having capability on treasury configuration review and these given criteria is difficult. We request to please delete this clause   | Clause stands as per RFP and subsequent corrigendum & clarification.   |

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| 25 | Corrigendum - schedule of implementation - phase 2 | To start using these modules are at Bank's discretion... No additional implementation cost shall be borne by Bank for these Out of box functionalities... Proper documentation and/or training should be provided so that Bank shall configure the same at their end or at their own to start using these modules as and when required | We would like you to review the whole Phase II scope as given in the Corrigendum. Our observations are (i) these scopes are hardly used in Banks in India (ii) There is no clarity about implementation time line (iii) as Bank is not using these products at present, how will Bidder do implementation and Go Live in absence of the detailed requirement, process, data for testing. (iv) These scope will come at huge License cost of Applications from day 1, additional Hardware beside implementation cost for which no sizing parameters given. (v) Bank has not given any separate line in commercial template for Phase II implementation. The current Payment terms are supposed to be for Phase I only. There are such many doubts and concern. Bank has given 15 months for Phase I implementation. We can assume that Phase II can be implemented, if at all, only after stabilisation of Phase I solution. As per RFP it will take 15+4 =19 months. It would be extremely difficult or unfeasible to factor implementation cost that will be used may be after 2-3 years for which no certainty of usage of Bank. We request to keep these optional without any cost being factored in this bid for confirmation of scalability. Bank may use functionalities criteria only for technical evaluation of solution. These | Clause stands as per RFP and subsequent corrigendum & clarification. |
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|    |  |                                       |   | optional scope points tend to create confusion of scope to be factored among Bidders. Commercials may be agreed as and when bank intends to implement these features   |                             |
| 26 |  | Corrigendum - implementation timeline | SIT, UAT, Pre Data audit , Data Migration completion in UAT Environment, Simulation Run | this activity is given time of 23 weeks which seems to be too much. We request to please modify items 12, 13 in this schedule as T+40 weeks instead of T+36 weeks as those activities will be time intensive. Item 14 may be reduced to 19 weeks | Please refer to corrigendum |

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| 27 |  | Corrigendum - charges for testing agency | 10% On sign off and release to production of Phase 1   | Seems there is typo as payment term given is 30% in previous column   | Please refer to corrigendum   |
| 28 |  | Sec 7.5 SLA - Corrigendum point 15       | No change in these resources for minimum 1 year from the contract date (*the Program Manager should not be rotated to other clients of the Service Provider under the contract period) | In volatile Industry of IT services, resources keep moving from project to project and even change companies frequently. We request to please delete this clause. We will substitute resources only when absolutely needed as change of resources has indirect costs to us also in terms of learning curve of new resource etc. | Please refer to corrigendum   |
| 29 |  | revised annexure XVIII, XIX              | Implementation effort - OEM / bidder man date qty, rate  | This being fixed cost bid, there is no relevance of mandays qty, rate. Bidders will complete implementation in given cost irrespective of actual effort being more / less. We request to please delete these columns on qty, rate   | 1000 Mandays Effort Cost refers to Additional Customisation Effort - The Bidder has to provide the man-days rate applicable across the contract period . The Bidder has to provide pro-rata cost for any additional customisation that the bank may or may not undertake. |

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| 30 |  | Clause 5 - Payment terms | Payment Terms ( Hardware)                                | Bidder request to amend payment terms as below - 80% Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents 10% On Successful installation and acceptance of the infrastructure / hardware by the Bank 10% <del>After Successful completion and sign-off Benchmarking report</del> after submission of BG of equivalent amount of 10% of the Hardware  | Clause stands as per RFP and subsequent corrigendum & clarification. However, it is further clarified that according to the revised payment schedule mentioned under corrigendum the payment shall be made towards hardware in three tranche - 85%, 10% & 5%        |
| 31 |  | Clause 5 - Payment terms | Payment Terms ( Database systems, OS & Other Peripheral) | Bidder request to amend payment terms as below - 75% On delivery of licenses on submission of invoice with proof of delivery. 15% On successful implementation and Acceptance of Database systems, OS & Other peripheral software by the Bank 10% <del>After Successful completion and sign-off Benchmarking report</del> after submission of BG of equivalent amount of 10% of the amount of Database systems, OS & Other Peripheral | Clause stands as per RFP and subsequent corrigendum & clarification. However, it is further clarified that according to the revised payment schedule mentioned under corrigendum the payment shall be made towards Database systems, OS & Other Peripheral in three |

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|    |  |                          |   |  | tranche - 85%, 10% & 5%  |
| 32 |  | Clause 5 - Payment terms | Payment Terms (Application licenses (Treasury)) | Bidder request to amend payment terms as below - 70% Delivery of Base version of respective application software and on submission of Invoice and proof of Delivery. 10% On successful completion of current state assessment, gap analysis and system specification definition Phase for respective applications 10% <del>After Successful completion and sign-off Benchmarking report</del> -after submission of BG of equivalent amount of 10% of the amount of Application licenses (Treasury) | Clause stands as per RFP and subsequent corrigendum & clarification. |
| 33 |  | Clause 5 - Payment terms | Payment Terms ( Solution Implementation)        | Bidder request to amend payment terms below - This is highly backloaded as majority of payments towards the later part and are very stringent payment terms. We request you to please modify as below to ease cash flow for vendors - Project Kickoff 10% - SRS Sign-off of respective application 45% - Development & Customization in UAT Environment - 20% - Go-live of applications falling under Phase 1 -15% - Go-live of applications falling under Phase 2 - 10%                           | Clause stands as per RFP and subsequent corrigendum & clarification. |

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| 34 |  | Clause 5 - Payment terms | Payment Terms ( Managed Services) | Bidder request to pay Managed Services as monthly in arrears | Clause stands as per RFP and subsequent corrigendum & clarification. |
| 35 |  | Clause 5 - Payment terms | Payment Terms ( AMC/ ATS)         | Bidder request to pay AMC yearly in advance                  | Clause stands as per RFP and subsequent corrigendum & clarification. |

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| <p>Clause 5 - Payment terms</p> | <p>a. There will be no advance payments. There will be no interest on late payment. Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) working Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amount have become due and payable under this RFP and subsequent agreement. Any objection / dispute to the amounts invoiced in the bill shall be raised by the Bank within 30 working days from the date of receipt of the invoice, only in exceptional circumstances will Bank raise a dispute beyond 30 working days. Upon settlement of disputes with respect to any disputed invoice(s), the Bank will make payment within thirty (30) working Days of the settlement of such disputes. Data Migration Audit, UAT through external party and benchmarking activity are applicable only for Phase 1 implementation. Bidder needs</p> | <p><del>There will be no advance payments. There will be no interest on late payment.</del> Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) working Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amount have become due and payable under this RFP and subsequent agreement. Any objection / dispute to the amounts invoiced in the bill shall be raised by the Bank within 30 working days from the date of receipt of the invoice, only in exceptional circumstances will Bank raise a dispute beyond 30 working days. Upon settlement of disputes with respect to any disputed invoice(s), the Bank will make payment within thirty (30) working Days of the settlement of such disputes. Data Migration Audit, UAT through external party and benchmarking activity are applicable only for Phase 1 implementation. Bidder needs to quote the cost for the Phase 3 delivery in the bill of material however it the implementation of the same will be at the discretion of the Bank. The cost will be considered for the TCO Purpose. If bidder does not propose any cost for Phase 3 delivery then it will be assume that Bidder will be doing the Phase 3</p> | <p>Clause stands as per RFP and subsequent corrigendum &amp; clarification.</p> |
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to quote the cost for the Phase 3 delivery in the bill of material however it the implementation of the same will be at the discretion of the Bank. The cost will be considered for the TCO Purpose. If bidder does not propose any cost for Phase 3 delivery then it will be assume that Bidder will be doing the Phase 3 delivery free of cost if required by the Bank in future during contract period.

delivery free of cost if required by the Bank in future during contract period.

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| 38 |  | Clause 7.6 AT Risk Amount   | <p>The monthly At-Risk Amount ('ARA') shall be 10% of the estimated monthly pay out of the respective month. The overall cap for penalties as per SLA over the tenure of the contract will be 10% of the contract value. The overall cap for the liquidity damages (mentioned later under clause 8) over the tenure of the contract will be 10% of the contract value. Both of the above line items are separate from each other. Bank will have right to recover the penalty amounts by any mode such as adjusting from any payments to be made to the selected bidder or from the Performance Bank Guarantee. The onetime penalty for project initiation shall not be subject to the limit specified above on the At- Risk Amount('ARA').</p> | <p>Bidder request to amend the clause as -<br/> The monthly At-Risk Amount ('ARA') shall be <del>10</del> 5% of the estimated monthly pay out of the respective month. The overall cap for penalties as per SLA over the tenure of the contract will be <del>10</del> 5% of the contract value. The overall cap for the liquidity damages (mentioned later under clause 8) over the tenure of the contract will be <del>10</del> 5% of the contract value. Both of the above line items are separate from each other. Bank will have right to recover the penalty amounts by any mode such as adjusting from any payments to be made to the selected bidder or from the Performance Bank Guarantee.<br/> <del>The onetime penalty for project initiation shall not be subject to the limit specified above on the At- Risk Amount('ARA').</del></p> | <p>Clause stands as per RFP and subsequent corrigendum &amp; clarification.</p> |
| 39 |  | 29. Termination for Default | Bidder right to terminate   | <p>Bidder request to add the clause under termination section stating that Service provider has a right to terminate if the any undisputed invoices remains unpaid for more than 30 days from the due date of the invoice</p>   | <p>Clause stands as per RFP and subsequent corrigendum and clarification.</p>   |

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| 40 |         | Page No# 80 of RFP Backup Solution | Install, configure, and operationalize of backup software, tape library, server and appliances at DC   | As per the RFP and Commercial Bill of Material Template, the Tape library is requested only at DC. The DR Datacenter will have the Non-Production environment. Please clarify if the Tape Library is required at DR as well for the requirement of Backup  | Kindly go through the bill of material properly as Tape library is mentioned in the DR |
| 41 | 159-160 | Clause – 22, Indemnity             | 22.1.4. The Vendor's aggregate liability under this Clause, regardless of the form or nature of the action giving rise to such liability (whether in contract, or otherwise), shall be at actual and limited to the Total Contract Value.  | <b><u>As Vendor's Aggregate liability is limited to this clause bidder request minor changes to the clause as below:</u></b><br>22.1.4. 22.1.4. The Vendor's aggregate liability under this Clause <b><u>and/or under this Agreement</u></b> , regardless of the form or nature of the action giving rise to such liability (whether in contract <b><u>(including under any indemnity)</u></b> ), or otherwise), shall be at actual and limited to the Total Contract Value.   | Please refer to corrigendum  |
| 42 | 159-160 | Clause – 22, Indemnity             | a. claims that are the subject of indemnification pursuant to violation of intellectual property rights and ownership of a third party ;<br>d. penalties, regulatory or statutory, imposed by any government, including regulatory agency, authority or body having powers to give binding directions to Bank,<br>e. penalties imposed due noncompliance of statutory or regulatory guidelines applicable to the Project by the Vendor (including its employees, | <b><u>As bidder is a IT services provider, as such bidder is request for modification as below:</u></b><br>a. <b><u>third party</u></b> claims that are the subject of indemnification pursuant to violation of intellectual property rights and ownership of a third party ;<br>d. <del>penalties, regulatory or statutory, imposed by any government, including regulatory agency, authority or body having powers to give binding directions to</del> <b><u>Bank,</u></b><br>e. penalties imposed due noncompliance of statutory or regulatory guidelines applicable to the <b><u>Project delivery of the services</u></b> by the Vendor (including its | Clause stands as per RFP and subsequent corrigendum and clarification.                 |

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|    |         |                        | representatives, agents, associates, subcontractors).   | employees, representatives, agents, associates, subcontractors).   |  |
| 43 | 159-160 | Clause – 22, Indemnity | 22.1.5. The Vendor will not be liable for any loss of profits, revenue, contracts or anticipated savings or consequential or indirect loss or damages however caused.   | <b><u>Bidder request minor modification as below:</u></b><br>22.1.5. The Vendor will not be liable for any loss of profits, revenue, contracts or anticipated savings or consequential or indirect loss or damages however caused <b><u>under this Agreement (including any indemnity).</u></b>  | Please refer to corrigendum  |
| 44 | 159-160 | Clause – 22, Indemnity | 22.1.9. The extent and scope of the indemnification given herein shall be in addition to the Liquidated Damages as provided in the RFP, and/or the subsequent Letter of Intent, Work/Purchase Order issued, and/or contract/agreement between the parties.<br><br>22.1.10. The indemnification, as contained in this Clause, is only a remedy for the Bank. Nothing | <b><u>Bidder request to removal of below language as it is capped undeimitation of liability:</u></b><br><del><b><u>22.1.9. The extent and scope of the indemnification given herein shall be in addition to the Liquidated Damages as provided in the RFP, and/or the subsequent Letter of Intent, Work/Purchase Order issued, and/or contract/agreement between the parties.</u></b></del><br><br><del><b><u>22.1.10. The indemnification, as contained in this Clause, is only a remedy</u></b></del> | 22.1.9 - Please refer to corrigendum<br>22.1.10 - Clause stands as per RFP & subsequent corrigendum and clarification. |

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|    |         |          | in this Clause shall be deemed to absolve the Vendor from its responsibility of complying with its obligations, statutory as well as contractual.  | <del><b><i>for the Bank. Nothing in this Clause shall be deemed to absolve the Vendor from its responsibility of complying with its obligations, statutory as well as contractual.</i></b></del>   |  |
| 45 | 159-160 | 22.1.11. | 22.1.11. The Vendor shall keep the Bank harmless, and undertake to observe, adhere to, abide by, comply with and notify the Bank that it complies with all Central, State, Municipal laws and local laws and rules and regulations in force including all applicable Statutes/Legislations pertaining all the its officers/ staff/personnel/representatives /agents deployed by them for the scope of work (stipulated in the Request for Proposal/Quotation) but not limited to the Minimum Wages Act, Employees Provident Fund Act, Labour Laws, ESIC Facility Standard & Rules/Regulations/Guidelines issued by the Government/ | <b><i>As bidder is a IT services provider, as such bidder is requesteing for modification as below:</i></b><br>22.1.11. The Vendor shall keep the Bank harmless, and undertake to observe, adhere to, abide by, comply with and notify the Bank that it complies with all Central, State, Municipal laws and local laws and rules and regulations in force including all applicable Statutes/Legislations pertaining all the its officers/ staff/personnel/representatives/agents deployed by them for the scope of work (stipulated in the Request for Proposal/Quotation) but not limited to the Minimum Wages Act, Employees Provident Fund Act, Labour Laws, ESIC Facility Standard & Rules/Regulations/Guidelines issued by the Government/ <del><b><i>Reserve Bank of India or any other Authority,</i></b></del> as applicable from | Clause stands as per RFP and subsequent corrigendum and clarification. |

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|    |     |  | Reserve Bank of India or any other Authority, as applicable from time to time.   | time to time, <u>to the extent such compliance of laws/rules and regulations are applicable to the performance of the services in accordance with Vendor's IT services business.</u>  |  |
| 46 | 186 | Annexure VII - Undertaking to abide by all by-laws / rules / regulations | We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non- | <u>As bidder is a IT services provider, as such bidder is requestng for modification as below at the end of the 2nd paragraph:</u><br>We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any | Clause stands as per RFP and subsequent corrigendum and clarification. |

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|    |        |  | compliance with or non-adherence to any statutory/regulatory requirements and/or any other law for the time being in force.  | statutory/regulatory requirements and/or any other law for the time being in force <b><u>to the extent such compliance of laws/rules and regulations are applicable to the performance of the services in accordance with Vendor's IT services business.</u></b> |   |
| 47 | SNo#1  | Annexure 9.10: Specifications Of the Backup and Tape library | The Offered Automated tape Library should be supplied with minimum 4x latest generation of LTO FC Tape drives and further scalable to 16 x latest generation LTO FC Tape Drives. |  | It is clarified that here Bidder needs to quote LTO8. |
| 48 | SNo#34 | Annexure 9.10: Specifications Of the Backup and Tape library | The Tape Library must be Offered latest generation of LTO drive in the Library shall conform to the Continuous and Data rate matching technique for higher reliability.          |  | It is clarified that here Bidder needs to quote LTO8. |
| 49 | SNo#35 | Annexure 9.10: Specifications Of the Backup and Tape library | Offered latest generation of LTO drive shall support 300 MB/sec in Native mode and 750 MB/sec in 2.5:1 Compressed mode.  |  | It is clarified that here Bidder needs to quote LTO8. |

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| 50 | SNo#41              | Annexure 9.10: Specifications Of the Backup and Tape library | The offered tape library must have a high reliability i.e. MSBF (Mean Swap Between Failures) <b>greater</b> than 2,000,000 cycles   |  | Please refer to corrigendum |
| 51 | SNo#46              | Annexure 9.10: Specifications Of the Backup and Tape library | Tape drive sharing must support <b>both iSCSI and FC</b> based connections.   |  | Please refer to corrigendum |
| 52 | Corrigendum srl #66 | Annexure XXXII Hardware Baseline, Page-240 & 241             | Note: <ul style="list-style-type: none"> <li>• In all proposed storage, effective usable capacity should NOT include effect of compression, de-duplication or thin provisioning for storage capacity and its scalability. The usable capacity should be clearly available for use.</li> <li>• All storage should have minimum 512GB cache memory.</li> <li>• Bidder should provide all NVME drives with minimum 100,000 IOPs.</li> <li>• All proposed storage should have minimum upgradation facility up to 50 TB usable in RAID6 or Equivalent 200000 IOPs 1TB Cache memory.</li> </ul> |  | Please refer to corrigendum |

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| 53 | Corrigendum<br>srl #67 | Annexure XXXII<br>Hardware<br>Baseline, Pg-<br>241 | Storage minimum requirement<br>Items – SAN fully populated<br>with HBA module<br>Min Port (32GBPS or higher) –<br>96 | Please refer to<br>corrigendum |
|----|------------------------|--|--|--------------------------------|



UCO BANK

Department of Information Technology

**Request for Proposal (RFP) For Supply, Installation, Implementation, Post- Implementation Onsite Support of End-to-End Comprehensive & Integrated Global Treasury Management Solution (CIGTMS)**

**RFP Ref. No: UCO/DIT/774/2022-23 Date: 18/06/2022**

**Amendments, Addendums and Corrigendum's**

## 1. Modified Clauses

| S.no | RFP reference                              | RFP Clause   | Modified Clause  |
|------|--|--|--|
| 1    | Clause 1.2.3<br>Pre-bid clarification # 54 | <p>Liaison with existing Bank vendors/OEMs</p> <p>For any change in the existing application Bank will borne the cost</p>  | <p>Bank will only facilitate the liaison between the bidder and the bank's existing vendor. It will be the bidder responsibility to complete the work as per the Timelines mentioned in the RFP.</p> <p>For any change in the existing application Bank will borne the cost</p>  |
| 2    | 9.1.11.11.1k                               | <p>SPPI Testing (with template containing details which inter-alia includes details of conversion of securities, call put option details etc.)</p> <p>This pertains to IFRS9 accounting and RBI rules of HTM and may be parked for implementing the same in future. It should be made applicable and available as per the regulatory approval for implementing the same without any additional</p> | <p>The proposed solution should have the capability to perform this functionality after integrating with IFRS system and the proposed solution should be able to provide necessary information and data required for SPPI testing as per Bank's specified format and through Bank's specified interface integration.</p> |

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|   |  | cost.  |   |
| 3 | Annexure 9.1                                   | <p>9.1.11.11.2 Business Model Testing and Validation</p> <p>The overall model will be as usual applicable for any Banking institutions available in India following all regulatory compliance and the same has to be validated in terms of following proper compliance for desired solutions. Further, as the same is dependent on IFRS9 and new rules of RBI for HTM, hence the same is required.</p> | <p>The proposed solution should have the capability to perform this functionality after integrating with IFRS system and the proposed solution should be able to provide necessary information and data required for SPPI testing as per Bank's specified format and through Bank's specified interface integration.</p>  |
| 4 | Annex XVII -<br>9.2.9.9.<br>9.2.9.10           | <p>Proposed Solution perform Data calculation for NSFR as related to Treasury portfolio</p> <p>Proposed Solution perform Data calculation for LCR as related to Treasury portfolio</p>   | <p>It is clarified that the proposed Treasury solution should be capable enough to provide all kind of information and data for calculation of LCR &amp; NSFR at Bank level as per Bank's specified format or through Bank's specified interface integration. Now, according to clause 2.9, page 58 of RFP document Bidder needs to provide Market Risk &amp; ALM solution either as part of Treasury Solution or bidder can proposed some plugin solution which will be tightly integrated with Proposed treasury solution to achieve these functionalities.</p> |
| 5 | 2.22.1 Testing Scope -<br>Corrigendum point 20 | <p>Agency needs to provide test cases to Bank (at least 5000 ) mix of positive and negative and take approval from Bank on the same. Bank will review the same and can add more test cases to the list</p>   | <p>Agency needs to provide test cases to Bank (at least 8000) mix of positive and negative and take approval from Bank on the same. Bank will review the same and can add more test cases to the list.</p>  |
| 6 | Sec 7.5 SLA -<br>Corrigendum point 15          | <p>No change in these resources for minimum 1 year from the contract date (*the Program Manager should not be rotated to other clients of the Service Provider under the contract period)</p>  | <p>Program Manager, Service delivery Manager, Domain in charge, SME, and Implementation team</p> <p>No change in these resources for minimum 15 months from the contract date (*the Program Manager should not be rotated to other clients of the Service Provider under the contract period).</p>  |
| 7 | Clause – 22,<br>Indemnity                      | <p>22.1.4. The Vendor's aggregate liability under this Clause, regardless of the form or nature of the action giving rise to</p>   | <p>22.1.4. The Vendor's aggregate liability in connection with obligations undertaken as a part under this contract</p>   |

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|    |  | such liability (whether in contract, or otherwise), shall be at actual and limited to the Total Contract Value.  | regardless of the form or nature of the action giving rise to such liability (whether in contract, or otherwise), shall be at actual and limited to the Total Contract Value.  |
| 8  | Clause – 22, Indemnity                                       | 22.1.5. The Vendor will not be liable for any loss of profits, revenue, contracts or anticipated savings or and consequential or indirect loss or damages however caused.  | 22.1.5. The Vendor shall not indemnify the Bank for any loss of profits, revenue, contracts or anticipated savings or and consequential or indirect loss or damages however caused provided that indemnity would cover damages, loss or liabilities suffered by the Bank arising out of the claim made by Regulatory Authorities and for reasons attributable to breach of services provided/obligation under this contract and by the vendor/bidder/service provider. |
| 9  | Clause – 22, Indemnity                                       | 22.1.9. The extent and scope of the indemnification given herein shall be in addition to the Liquidated Damages as provided in the RFP, and/or the subsequent Letter of Intent, Work/Purchase Order issued, and/or contract/agreement between the parties.   | Clause Stand deleted   |
| 10 | Annexure 9.10: Specifications Of the Backup and Tape library | The offered tape library must have a high reliability i.e. MSBF (Mean Swap Between Failures) greater than 2,000,000 cycles   | The offered tape library must have a high reliability i.e. MSBF (Mean Swap Between Failures) must be 2,000,000 cycles or higher  |
| 11 | Annexure 9.10: Specifications Of the Backup and Tape library | Tape drive sharing must support both iSCSI and FC based connections.   | Tape drive sharing must support FC based connections.  |
| 12 | Annexure XXXII Hardware Baseline, Page-240 & 241             | Note: <ul style="list-style-type: none"> <li>• In all proposed storage, effective usable capacity should NOT include effect of compression, de-duplication or thin provisioning for storage capacity and its scalability. The usable capacity should be clearly available for use.</li> <li>• All storage should have minimum 512GB cache memory.</li> <li>• Bidder should provide all NVME drives with minimum</li> </ul> | Note: <ul style="list-style-type: none"> <li>• In all proposed storage, effective usable capacity should NOT include effect of compression, de-duplication or thin provisioning for storage capacity and its scalability. The usable capacity should be clearly available for use.</li> <li>• All storage should have minimum 512GB cache memory.</li> <li>• Bidder should provide all NVME drives with minimum</li> </ul>   |

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|    |   | 100,000 IOPs.<br>• All proposed storage should have minimum upgradation facility up to<br>50 TB usable in RAID6 or Equivalent<br>200000 IOPs<br>1TB Cache memory. | 100,000 IOPs.<br>• All proposed storage should have minimum upgradation facility up to<br>50 TB usable in RAID6 or Equivalent<br>200000 IOPs          |
| 13 | Annexure XXXII Hardware Baseline, Page- 240 & 241 | Storage minimum requirement<br>Items – SAN fully populated with HBA module<br>Min Port (32GBPS or higher) – 96  | Storage minimum requirement<br>Items – SAN fully populated with HBA module<br>Min Port (32GBPS or higher) – 72 at DR, 48 at DC                        |
| 14 | 2.32 OEM scope - Corrigendum point 49             | Bidder needs to ensure that OEM efforts are factored in the Annexure XXI and it should not be less than 20% of the overall bidder efforts for CIGTMS              | Bidder needs to ensure that OEM efforts are factored in the Annexure XIX and it should not be less than 20% of the overall bidder efforts for CIGTMS. |



## 2. Other modified Section

### 1. Schedule of Implementation

#### **Below Timelines are application for all 3 countries parallel**

| S. no | Milestone (CIGTMS)   | Timeline from PO (T) |
|-------|--|----------------------|
| 1     | Onboarding to team   | T+1 Week             |
| 2     | Kick Off: - Submission of Project Plan - Detailing each task with target date and assigned resources including migration plan of existing data and installation of all items supplied and integration with existing infrastructure at DC and DR. | T+2 Weeks            |
| 3     | Delivery of Hardware & software at DC & DR   | T+10 Weeks           |

|           |  |            |
|-----------|--|------------|
| <b>4</b>  | Power-on, Basic Installation, configuration, commission and documentation of all items supplied at DC and DR Sites | T+12 Weeks |
| <b>5</b>  | Submission of HLD  | T+10 Weeks |
| <b>6</b>  | Core Team Training completion  | T+9 Weeks  |
| <b>7</b>  | Data Requirement Identification and Analysis (Not dependent on Hardware)   | T+9 Weeks  |
| <b>8</b>  | Interface requirements (Not dependent on Hardware)   | T+9 Weeks  |
| <b>9</b>  | SRS Sign off (Not dependent on Hardware)   | T+11 Weeks |
| <b>10</b> | Submission of LLD  | T+12 Weeks |
| <b>11</b> | Application installation, Configuration & Master Set up in UAT environment   | T+16 Weeks |
| <b>12</b> | Development & Customization in UAT Environment   | T+40 Weeks |
| <b>13</b> | Interface, Customization with internal & external systems  | T+40 Weeks |
| <b>14</b> | SIT, UAT, Pre Data audit , Data Migration completion in UAT Environment, Simulation Run                            | T+59 Weeks |
| <b>16</b> | Production Movement & Go-Live  | T+60 Weeks |
| <b>17</b> | Stabilization Period   | T+64 Weeks |

## 2. *Payment terms*

| <b>Deliverables</b> | <b>% Of Payment</b> | <b>Stages (On Completion of the activities)</b>   |
|---------------------|---------------------|---|
| <b>Hardware</b>     | 85%                 | Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents |
|                     | 10%                 | On Successful installation and acceptance of the infrastructure / hardware by the Bank        |
|                     | 5%                  | After Successful Go-Live of Phase 1   |

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| <b>Database systems, OS &amp; Other Peripheral</b>                         | 85%  | Delivery of the Hardware and submission of invoice with Proof of Delivery and other documents   |
|  | 10%  | On Successful installation and acceptance of the infrastructure / hardware by the Bank  |
|  | 5%   | After Successful Go-Live of Phase 1   |
| <b>Application licenses (Treasury)</b>                                     | 70%  | Delivery of Base version of respective application software and on submission of Invoice and proof of Delivery.   |
|  | 10%  | On successful completion of current state assessment, gap analysis and systemspecification definition Phase for respective applications   |
|  | 10%  | On UAT sign off for respective applications   |
|  | 10%  | On successful release of customized software to production, for respective applications   |
| <b>Solution Implementation Cost (Treasury)</b>                             | 45%  | SRS Sign-off of respective application  |
|  | 45%  | Go-live of applications Phase 1   |
|  | 10%  | On successful release of customized software to production, and After 3 months of go-live, after realizing penalty charges/LD for late delivery, if any   |
| <b>Training</b>  | 100%   | Will be paid as and when each batch of training is completed  |
| <b>AMC/ ATS</b>  | ATS Yearly in Advance,<br>AMC Quarterly in Arrears | The AMC/ATS shall commence on completion of the warranty period (3 years for hardware and One year for software/services).<br><b>* AMC / ATS warranty of all components will start after Go live of that Component only. Bidder has to provide (a warranty of 3 Years for Hardware and 1 Year for Software).</b>  |
| <b>Managed Services</b>  | Quarterly in arrears                               | The Bidder shall provide managed services forall in scope software and hardware. The facilities management costs towards managed services will therefore commenceafter successful Go-Live of the project and sign off by the Bank for Phase 1. The bidder must note that the managed services should be available for all environments viz., production |
| <b>Hardware &amp; Peripheral software installation &amp; commissioning</b> | 40%  | On successful implementation of hardware & peripheral software  |
|  | 50%  | On successful completion and acceptance of hardware & peripheral software by the Bank   |
|  | 5%   | After three months of acceptance sign off by the Bank   |
|  | 5%   | After 3 months on successful release of customized software to production or After 3 months of  |

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|  |                   | go-live whichever is later, after realizing penalty charges/LD for late delivery, if any  |
| <b>Escrow</b>  | Yearly in Advance | Escrow Payment will start after Phase 1 Go-Live   |
| <b>Quality Assurance</b>                                     | 25%               | On submission of the "Before UAT" Report  |
|  | 25%               | On Sign off the "Before UAT" report by Bank   |
|  | 25%               | On submission of the "After Go-Live" Report   |
|  | 25%               | On Sign off the "After Go-Live" report by Bank  |
| <b>Charges for testing Agency</b>                            | 5%                | on submitting and approval of Testing strategy document and Test Cases                    |
|  | 65%               | On testing and submission of fine test report on customized solution                      |
|  | 30%               | 30% On sign off and release to production of Phase 1                                      |
| <b>Charges for Data Migration Audit</b>                      | 25%               | Submission of Data Migration Audit Strategy Document                                      |
|  | 25%               | Installation of Tool  |
|  | 35%               | Field Wise (Pre-Migration Reports)  |
|  | 15%               | Field Wise (Post-Migration Reports)   |
| <b>3rd party Configuration Review, Audit and Model setup</b> | 20%               | Submission of Configuration Review report "Before Go-Live"                                |
|  | 20%               | Submission of VAPT Report "Before Go-Live"  |
|  | 20%               | Submission of IS Audit and Functional and technical Specification Report "Before Go-Live" |
|  | 20%               | Submission of Configuration Review report "After Go-Live"                                 |
|  | 10%               | Submission of VAPT Report "After Go-Live"   |
|  | 10%               | Submission of IS Audit and Functional and technical Specification Report "After Go-Live"  |
| <b>User Defined Customization</b>                            | 40%               | When the Customization is delivered in UAT after having the SIT Sign off                  |
|  | 40%               | After getting the UAT Sign off by the Bank  |
|  | 10%               | ON Go-Live  |
|  | 10%               | after three months of successful go-live  |

Bank shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, within thirty (30) working Days after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amount have become due and payable under this RFP and subsequent agreement. Bidder needs to submit the proof of Bill of Lading, Custom duty paid etc along with the invoice of Hardware

/ Software imported and supplied by them. In the absence of these documents, genuineness of the equipment imported/supplied by the vendor could not be verified

Any objection / dispute to the amounts invoiced in the bill shall be raised by the Bank within 30 working days from the date of receipt of the invoice, only in exceptional circumstances will Bank raise a dispute beyond 30 working days. Upon settlement of disputes with respect to any disputed invoice(s), the Bank will make payment within thirty (30) working Days of the settlement of such disputes.

**Date- 25.08.2022**  
**Place-Kolkata**

यूको बँक  UCO BANK