



UCO BANK
Department of Information Technology

RFP for Implementation of Centralised Software for Official Language (Hindi Rajbhasha)

RFP REF NO.: DIT/BPR&BTD/OA/5034/2018-19 Date: 15/02/2019


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

Srl. No	RFP Page No	RFP Clause No	Original RFP Clause	Subject/ Description	Query/ Suggestion by the Bidder	Banks Response
1	38	Clause No. 2 Eligibility Criteria	The bidder submitting the offer should be a profit making company during the last 3 financial years and should have minimum Annual turnover of Rs. 1 (One) Crore during the last 3 financial years i.e 2015-16, 2016-17 & 2017-18. This must be the individual company turnover and not of any group of companies.	Turnover	We are a new company. We will be eligible if the turnover criteria is 25 Lacs.	Clause stands as per RFP.
2	43	Clause No. 4 Scope of Work, Sl. No.1	The proposed Centralized solution should support conversion from English Language to Hindi Language of all the customer facing CBS Application reports/	Scope Of Work	It is not technically feasible for your current Finacle version 7 .0.25 to provide Centralised Server Side Solution.	Proposed solution shall meet Bank's all other requirement as per Scope of Work. In case of CBS version upgrade same

			documents to be downloaded through Core Banking Solution i.e Finacle Version 7.0.25. In future, Bank is planning to migrate to Finacle version 10.x, vendor has to integrate the proposed solution with the Finacle upgraded version without incurring any additional cost to Bank		When you migrate to Finacle 10.x , Server side Centralized Solution can be provided.	required changes in proposed solution shall be done without any extra cost to the Bank.
3	45	RFP Clause 4.1.3 Scope of Work Translation	The proposed Bilingual solution must provide support for printing bilingual text (English+ Hindi Language) by providing a reformatted version of the report. The software should allow independent selection of print language	Bilingual Report Formatting	Bilingual Report Formatting : Report can be printed in Bilingual format in following ways 1. Vertical and Spatial. The report can be printed in Bilingual format as per the availability of space. The pagination will alter	RFP Clause is self-explanatory.
4	43	RFP Clause Section 4, Point# 1	The proposed Centralized solution should support conversion from English Language to Hindi Language of all the customer facing CBS Application reports/ documents to be downloaded through Core Banking Solution i.e Finacle Version 7.0.25. In future, Bank is planning to migrate to Finacle version 10.x, vendor has to integrate the proposed solution with the Finacle upgraded version without incurring any additional	Compatibility for Finacle Upgraded Version – Finacle 10x	The product license can be one for Finacle 7x and 10x, but the customization services will be involved for Finacle 10x upgrade. Please confirm if such service charges will be paid at the time of implementation of Hindi for Finacle 10	Bid should include everything, No additional customization / upgrade charges shall be paid by the Bank.

			cost to Bank.			
5	43	RFP Clause Section 4, Point# 2	The proposed Centralised Solution should not update/change any part of the application or its database integrated with CBS. In future, if any customization/ changes is required in the existing solution, the vendor has to do the same without incurring any additional cost to the Bank.	Customization / Changes in the existing solution	<p>Not clear on this, Customization/Changes in "existing solution", is it referred for "Existing CBS Solution" implemented at the bank?</p> <ul style="list-style-type: none"> If it is so, on the contrary it's also mentioned in the RFP not to alter the functionality of CBS Application and its database. <p>Please refer Point# 4 & 5.</p> <ul style="list-style-type: none"> And if this refers to customization/change s to software provided by the bidder, what would be the extent of changes and the purpose/need for changes <p>Need clarity on this</p>	<p>The subject clause should be read as below:</p> <p>In future, if any customization/ changes is required in the existing solution, the vendor has to do the same without incurring any additional cost to the Bank.</p> <p>Required customization in order to incorporate necessary changes, shall be done at proposed solution only and it shall not impact functionality of CBS.</p>
6	44	RFP Clause Section 4, Point# 7	The proposed software should be integrated with the Core Banking Application of CBS.	Integration with CBS	<p>Our understanding on this is:</p> <p>"The integration with CBS is without changing or</p>	RFP Clause is self-explanatory.

					<p>upgrading the CBS and without altering its original functionalities like printing or display."</p> <p>Please let us know whether our understanding is correct.</p>	
7	44	RFP Clause Section 4, Point# 7	<p>The solution should provide the facility of passbook printing for all the deposit account types such as SB current, Recurring Deposit, etc., which should provide the facility of printing in Hindi. The system should also facilitate the functionality for rectification of the Name, Address , data etc. to be printed in Devnagri Script.</p>	<p>Rectification of the Name, Address ,data etc. to be printed in Devnagri Script</p>	<p>Considering the sensitivity of the documents to be printed in Hindi, we would like to understand with whom the ownership would be to do the rectifications? As there could be a possibility where Customers' names and addresses would be changed while rectification.</p>	<p>Ownership of rectification shall lie with end user. System shall suggest various options and provide functionality to do the same.</p>
8	44	RFP Clause Section 4, Point# 14	<p>Should provide choice of exclusion of specific data from conversion</p>	<p>Exclusion of Data from Translation</p>	<p>Need clarity on this, may be an example of this would help.</p>	<p>It is to be clarified that any word / text which Bank intends to exclude from translation , the solution should have the functionality for the same.</p>
9	44	RFP Clause Section 4, Point# 17	<p>The Solution proposed should be independent of Device Driver and should be Browser independent also.</p>	<p>Graphic Drivers</p>	<p>Printing in any Indian Language (including Hindi), the Graphics Drivers of respective printers are necessary since the Indian Language fonts are</p>	<p>The proposed solution should work with standard hardware.</p>

					<p>graphical in nature and Printers do not include Indian language fonts (unlike English where the Fonts are available on Printers). This is true even when printing Indian languages with MS Word. Hence, such Graphics Printer Drivers (of each printer) are necessary for Hindi printing.</p> <p>Please confirm the availability of appropriate graphics printer drivers on each desktop.</p>	
10	44	RFP Clause Section 4, Point# 17	<p>The Solution proposed should be independent of Device Driver and should be Browser independent also.</p>	 <p>Browser Compatibility</p>	<p>Please provide the list of Browser support required based on Browsers compatible with Finacle 7.x. Also provide the list of the browsers (and version) used inside the Bank.</p>	<p>The Solution should be compatible with all major browsers viz. I.E, Mozilla, Chrome etc.</p>
11	44	Section 4.1, Point# 4.1.1	<p>The proposed Centralised Solution should include localization of the application screens, reports and all output documents.</p>	<p>Centralized Solution for localization of application screens</p>	<p>Finacle CBS uses Java Applets which gets downloaded & deployed on each desktop during the first run of Finacle For localization of application screens, the localization solution can also get downloaded and deployed in the same manner as Finacle.</p>	<p>Proposed solution shall meet Bank's all other requirement as per Scope of Work. In case of CBS version upgrade same required changes in proposed solution shall be done without any extra cost to the Bank.</p>

					Please confirm. This will be as per the requirement mentioned in Section 4.2 Other Requirement, point# a. Will this be okay?	
12	45	Section 4.1, Point# 4.1.3 (b)	The proposed Bilingual solution must provide support for printing bilingual text (English+ Hindi Language) by providing a reformatted version of the report. The software should allow independent selection of print language.	Reformatted Version of translated report	Our understanding on this is: "The Reformatted Version of translated report is achieved externally, without changing or upgrading the CBS and without altering the original (English) version of reports." Please let us know whether our understanding is correct.	RFP Clause is self-explanatory.
13	45	Section 4.2, Point# b	The proposed Centralised Bilingual solution should be capable of generating bilingual reports from CBS Application exposed towards the customers end and its printing in Hindi and English Languages and user should be able to select the language in which they wish to download the report.	CBS Application exposed towards the customer?	Need clarity on this, please provide more details on CBS Application Exposed towards customer?	Clause Referred to "The customer centric CBS Application such as Passbook Printing, Statement etc."
14	48	Section 4.5	The Bidder is required to provide the Hardware and Software (OS/Application) requirement / recommendations for the deployment of proposed Centralised Bilingual Solution for the primary setup, DR Setup and UAT	Provisioning of server(s) for deployment at DC, DR and UAT .	Need clarity whether the servers are to be provided by the bidder or bank will arrange. If it's to be arranged by the bidder, under which line item of "Commercial	Bidder has to provide the specification as a part of Technical Bills of Material.

			<p>setup, Backup devices etc. to meet the scope of work defined in this RFP Document. The hardware requirement recommended should be scalable enough to meet the Banks future requirement for upgrading versions of Finacle. However, the redeployment of the Centralised Solution should be provided by the Bidder for all such upgrade during contract period, without any extra cost to the Bank.</p>		<p>Bid" in could be factored in?</p>	
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Place: Kolkata



Date: 13/03/2019

CORRIGENDUM

NOTICE TO THE BIDDERS

13/03/2019

**Sub: Extension of Bid Submission date in respect of Request for Proposal (RFP)
"Implementation of Centralised Software for Official Language (Hindi Rajbhasha)"**

RFP REF NO.: DIT/BPR&BTD/OA/5034/2018-19 Date: 15/02/2019.

The last date for submission of bid documents for **"Request for Proposal (RFP) for Implementation of Centralised Software for Official Language (Hindi Rajbhasha)"** which was originally scheduled on 18.03.2019 is hereby extended **upto 25.03.2019 (4:00 P.M.)**.



Technical bids will be opened on **25.03.2019 at 4:30 P.M.**

**Deputy General Manager
DIT, BPR & BTD**

Place: Kolkata

Date: 13/03/2019